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|  | **POST TITLE:** | Homes Manager |
| 1. **2.** | **POST NUMBER:** |  |
| 1. **3.** | **GRADE:** | 12  Job Evaluation Ref No: A5841 |
|  | **LOCATION:** | Your normal place of work will be Aycliffe Secure Services. However; you may be required to work at any council workplace within County Durham. |
|  | **RELEVANT TO THIS POST:** |  |
|  | **Flexible Working:** | Subject to service needs the council’s flexible working policy is applicable to this post |
|  | **Disclosure & Barring Service:** | Subject to DBS Enhanceddisclosure |
|  | **ORGANISATIONAL RELATIONSHIPS:** |  |
|  | The postholder will be accountable to the Deputy Centre Manager. | |
|  | **DESCRIPTION OF ROLE:** |  |
|  | The postholder will work as part of the Centre’s management team. The purpose of the team is to ensure a *24/7* secure service for young people and staff which enables them to live and work in a safe and secure environment where safeguarding of young people's welfare is of paramount importance. The manager holds full responsibility for the team dedicated to working in their responsible home.  To ensure jointly with colleagues that high levels of emotional and physical care, appropriate activities, and comfortable accommodation are planned, provided and applied in accordance with Aycliffe Secure Services policies and Youth Justice Board (YJB) requirements with particular reference to the enhanced expectations of the YJB contract. The manager will have oversight of all activities within the home and will ensure that young people are looked after in a manner which ensures a high level of emotional and physical care, education and comfortable accommodation.  The post will sit within Secure Services, Children's and Adult Services and will work across the service as part of the safeguarding management team. This team has prime responsibility for ensuring cohesive and high quality, child centred safeguarding practice throughout the young people's placement experience with particular emphasis on the increased expectations and complexities of the YJB contract. | |
|  | **DUTIES AND RESPONSIBILITIES *SPECIFIC* TO THIS POST:** | |
|  | **Safeguarding, Assessment and Child Protection**  8.1 To ensure a comprehensive, consistent and uniform approach to admissions, incident management, application of Behaviour Management and Restraint Minimisation strategies, safeguarding procedures and risk management.  8.2 To manage and carry out all aspects of reception and admission of young people into Secure Services.  8.3 To ensure comprehensive assessments on all admissions and that the information received is shared appropriately and, on a need, to know basis with staff working with the individual young people. Ensuring that all required paperwork and assessments are robustly completed, i.e. Risk assessments, and participating in planning meetings to facilitate good outcomes for young people.  8.4 To ensure all safeguarding documentation is completed and safeguarding information collated in a timely manner with input from all stakeholders. | |

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|  | 8.5 To ensure review mechanism and processes are in place for all safeguarding documentation and to liaise with local safeguarding teams regarding child protection issues.  8.6 To progress-chase in-house child protection issues while young people are in placement and ensure safe discharge arrangements are in place for young people.  **Critical Incident and Risk Management**  8.7 To lead on the arrangements for critical incident management ensuring timely analysis and de-briefing of young people and staff following a critical incident.  8.8 To ensure all staff and young people have appropriate support mechanisms post-incident and to ensure all stakeholders are included in the post-incident processes.  8.9 To attend all incidents of concern as duty manager and ensure they are successfully resolved.  8.10 To be responsible for the timely completion and analysis of all critical incidents , ensuring information is shared with appropriate stakeholders .  8.11 To ensure risk assessment and behaviour management documentation is kept up to date and shared on a need to know basis across the service.  8.12 To include all stakeholders in formulating risk documentation and behaviour management.  **Workforce and Team Management**  8.13 To undertake Duty Management role as part of allocated rota being responsible for day to day operational management and co-ordination of Centre activities, visitors etc.  8.14 To work closely with the Waking Night Care and Security Manager and dedicated waking night care team to ensure a comprehensive handover of information that maintains a safe environment for all.  8.15 To liaise with residential staff and provide advice on bullying, Behaviour Management, Restraint minimisation and restorative justice approaches to ensure they are properly and consistently administered.  8.16 To liaise with unit staff over placements of young people ensuring as far as possible the best mix.  8.17 To liaise with Learning and Development Team to ensure all staff have adequate and up to date safeguarding and child protection training.  8.18 To liaise with Facilities and Support Services management to promote a healthy, safe and secure environment for all young people.  8.19 To liaise with emergency services when necessary.  8.20 To work closely with individual staff, undertaking supervision/appraisal and to contribute with colleagues to performance manage a safer environment for young people.  8.21 To develop key performance indicators for the homes management services and to evaluate the effectiveness and efficiency of the service. To support staff and young people to feed into the review of the procedures and plans in a timely manner.  8.22 To liaise regularly with Education and Resettlement Departments.  8.23 To contribute to the planning, implementation and review of 24 hour cover for Secure Services including participation in oncall management back up rota.  The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by the Head of Children’s Services. |

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|  | **COMMON DUTIES AND RESPONSIBILITIES**  9.1 **Quality Assurance**  To set, monitor and evaluate standards at individual, team performance and service quality so that the user and the Service’s requirements are met and that the highest standards are maintained.  To establish and monitor appropriate procedures to ensure that quality data are reported and used in decision making processes and to demonstrate through behaviour and actions a firm commitment to data security and confidentiality as appropriate.  9.2 **Communication**  To establish and manage the team communications systems ensuring that the Service’s procedures, policies, strategies and objectives are effectively communicated to all team members.  9.3 **Professional Practice**  To ensure that professional practice in the team is carried out to the highest standards and developed in line with the Service’s stated objectives of continual improvement in quality of its service to internal and external customers.   * 1. **Development of Self**   To ensure that relevant development opportunities are undertaken and achieved where appropriate, in line with induction training. Mandatory training, career pathways and individual identification with Manager. To reflect on own experiences to ensure that service developments take place. To undertake relevant cpd in line with registration with appropriate bodies, where appropriate/required.  9.4 **Health and Safety**  Manage health and safety in their area of responsibility in accordance with the relevant section(s) of the Corporate/Service Health and Safety Policy and to ensure that the Health and Safety policy, organisation arrangements and procedures as they relate to areas, activities and personnel under your control are understood, implemented and monitored.  **9.5 General Management**  To provide vision and leadership to staff within a specialist team, ensuring that effective systems are in place for workload allocation and management, the application of the Authority’s and the Service’s policies and procedures, including those relating to equality, supervision and appraisal and all aspects of their performance, personal development, health and welfare. |

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|  | 9.6 **Financial Management (where applicable)**  To manage a designated budget (as required) ensuring that the Service achieves value for money in all circumstances through the monitoring and control of expenditure and the early identification of any financial irregularity.  9.7 **Appraisal**  All members of staff will receive appraisals and it is the responsibility of each member of staff to follow guidance on the appraisal process.  9.8 **Equality and Diversity**  As an organisation we are committed to promoting a just society that gives everyone an equal chance to learn, work and live free from discrimination and prejudice.  To ensure our commitment is put into practice we have an equality policy which includes responsibility for all staff to eliminate unfair and unlawful discrimination, advance equality of opportunity for all and foster good relations.         These policies apply to all employees of Durham County Council.  9.9 **Confidentiality**  All members of staff are required to undertake that they will not divulge to anyone personal and/or confidential information to which they may have access during the course of their work.  All members of staff must be aware that they have explicit responsibility for the confidentiality and security of information received and imported in the course of work and using Council information assets. The Council has a Personal Information Security Policy in place.  9.10 **Induction**  The Council has in place an induction programme designed to help new employees to become effective in their roles and to find their way in the organisation. |
| **10.** | **GENERIC EXPECTATIONS FOR POSTS WITHIN SECURE SERVICES**  The postholder will be expected to comply with the Every Child Matters Outcomes framework (the Durham 5), the Youth Justice Board's contractual requirements and all of the policies, standards and procedures operating within Durham County Council, Children and Adults Services, Safeguarding and Specialist Services Unit and specifically those governing the Secure Children's Homes.  • Working within the agreed performance management and quality assurance framework for each part of the service, post holders will be expected to contribute to the development and delivery of the professional standards of practice at service, team and individual level. In particular, this will reflect the common core of skills and knowledge:  Effective communication and engagement with children, young people and families;  Child and young person development;  Safeguarding and promoting the welfare of the child; supporting transitions;  Multi-agency working; sharing information  • The performance and quality framework is designed to link together service, team and personal objectives to emphasise the importance of child centred outcomes and will link explicitly service performance to individual performance and development objectives through the development of key performance indicators. These will include 100% compliance with staff supervision and appraisal and a stronger emphasis on personal development and career progression.  • Opportunities for career progression and development will be available through the enhanced career pathways schemes being developed to deliver the County Council's commitment to staff and career development. In return staff are expected to demonstrate a personal commitment to continuing professional development through evidenced based practice and supported study programmes.   * Flexible working patterns and practice will continue to be encouraged supported and developed in line with the revised rostering system which will replace the existing duty management team arrangements with a comprehensive *24f7* rotational shift system, the details of which will be subject to individual consultation. Shifts will follow a rotation across 52 weeks to ensure *more* equitable patterns of working for team members and full operational team capacity including cover for periods of annual leave and sickness absence. Staff will be expected to comply with the agreed shift system and the associated arrangements for requesting and booking time off.   • Particular emphasis will be placed on enhancing the quality and content of information and records management in the new service. in line with the requirements of E Asset and integrated information systems to support integrated services delivery. Staff will be supported in enhancing leT and e.learning skills and competencies and will be expected to participate in the development and roll out of new information systems. |

Person Specification:

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|  | **Essential** | **Desirable** | **Method of Assessment** |
| **Qualification** | * Recognised qualification in childcare/social care e.g. NVQ 4, CSS, CQSW, PGSE, Social work Degree * Safeguarding qualifications * Recognised Management Qualification | * Post qualifying social care/education/health e.g. PQ * Health and Safety Qualifications * PRICE | Application form  Selection Process  Pre-employment checks |
| **Experience** | * Significant recent experience of working in a Looked After Children/safeguarding practice role * Substantial experience of working with young people with challenging behaviours * Working in a child centred environment * Multi-agency working * Working in a safeguarding environment * Supervision experience of staff. | * Working in a secure environment * Working in a residential environment * Working with LSCB * Performance Management | Application form  Selection Process  Pre-employment checks |
| **Skills / Knowledge** | * Every Child Matters * National Minimum Standards * Ofsted Regulations and requirements * Children Act and childcare legislation * Youth Justice Board/Safeguarding Procedures * Youth Justice Legislation * LSCB Procedures * Excellent negotiation skills * De-escalation skills * Excellent communication skills * Motivational skills * Co-operative and creative * Organisational skills * Team player | * Independent Safeguarding Authority policies and procedures * Secure Accommodation Regulations * Mental health and emotional well being of young people * Restorative justice * Cognitive Behaviour Therapies | Application form  Selection Process  Pre-employment checks |
| **Personal Qualities** | * Young person centred * Persuasive * Energetic * Committed to best outcomes for young people * Passionate about work with young people |  | Application form  Selection Process  Pre-employment checks |