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| **Job Description** |
| **Post title** | Waking Nights Manager |
| **JE Reference No** | N9239 |
| **Grade** | 13 |
| **Service** | Children and Young People’s Service |
| **Service Area** | Early Help Inc & Vnble Children, Secure Services |
| **Reporting to** | Aycliffe Secure Centre Manager |
| **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. |
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| **DBS** | This post is subject to an enhanced disclosure. |
| **Flexitime** | This post is not eligible for flexitime. |
| **Politically restricted** | This post is not designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |

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| **Description of role** |

To manage the dedicated waking nights team including the residential workers who are responsible for ensuring that overnight the young people’s physical, emotional, safety and health needs are met promptly. To also take a lead for the overall management of security across the Centre, including ensuring that policies and procedures are up to date and reflect good practice, to ensure that staff carry out policies and procedures through implementation of quality assurance processes and to co-ordinate and report to (SMT) concern, trends etc. keeping the Centre safe and secure in a dynamic, procedural and intelligence led manner.

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| **Duties and responsibilities** |

* To manage, motivate and develop an effective waking night care team and appropriately uphold and apply the centres SOPs and Council policies and procedures.
* To provide effective leadership, guidance and management to the dedicated team of waking night care staff across the secure unit.
* Take responsibility for the personal security and safety of all vulnerable young people and staff on site.
* To take a lead role in securing improvements in the quality of service throughout the secure unit with specific consideration to security aspects by setting appropriate standards and monitoring and evaluating these outcomes.
* To lead in the development of the Aycliffe Secures security process and procedure provisions - aimed at improving outcomes for young people with due concern to the balance between the homely environment and the presenting security issues of working with a challenging and complex group of young people.
* To promote Equal Opportunities and anti-discriminatory practice personally and by developing understanding throughout the team and ensuring that security policies have regard to diversity and equal opportunities through undertaking of impact assessments.
* To actively promote team development and effective team working.
* To be Duty Manager overnight for Aycliffe Secure Services and to participate in the telephone back up service as and when required.
* To lead, provide guidance and management to all staff on duty in relation to required tasks and the area of dynamic, operational and intelligence led security, and to be responsible for the deployment and control of staff nightly.
* To develop and deploy contingency and emergency services / procedures.
* To maintain good communications systems, including handovers, logbooks, regular supervision and staff meetings.
* To be responsible for staff welfare, offering support at times of stress, praising work completed and monitoring performance, including sickness.
* To be involved in the recruitment, monitoring, appraisal and disciplining of staff, as necessary.
* To ensure that all staff receive regular supervision, are appraised annually, and to be directly accountable for supervision and appraisal of the team.
* To develop appropriate individual and team training plans and to ensure staff undertake all induction and probationary training.
* To ensure that key stages in the stay of young people, such as admission and discharge, are properly managed, appropriate risk assessments are undertaken. and to ensure that thorough risk assessments are in place, updated and implemented at all times and relevant documentation completed.
* To ensure that young people facing particular crises and stresses are offered appropriate additional support, and to ensure that staff are supported in dealing with the most complex cases.
* To promote the normal development of young people and protect young people from threats to their health, welfare and normal development.
* To maintain high standards of childcare and to be flexible in adapting to meet young people’s needs.
* To maintain a homely setting with which young people can identify.
* To maintain a safe environment, complying with health and safely and other legal requirements. Overseeing allocated security tasks including preparing reports for security meetings, developing security systems and quality assurance processes which ensure the environment in which young people live and staff work is secure and complies with required policies.
* To support staff and young people to maintain the fabric of the building, its grounds and equipment in good condition, encouraging staff and young people to care for their surroundings and make best use of the available resources.
* To ensure that staff operate financial systems within the required guidelines, such as petty cash or ordering supplies.
* To support auditors in their work and provide them with the necessary information.
* To ensure compliance with the policies of Aycliffe Secure Services.
* To maintain professional knowledge and skills through training, reading and other such activities.
* To advise as required on professional matters within the area of competence.
* To report to a line manager or other appropriate person, in the event of awareness of bad practice.

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information and follow the council’s policies and procedures in relation to data protection and security of information.

* **Climate Change**

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

*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 your manager.*

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| Person specification |
|  | Essential | Desirable |
| Qualifications | * A qualification in social care or related fields equivalent to above NVQ Level 4 in Child Care.
* Evidence of commitment to work towards level 4 in Management.
 | * Management qualification – NVQ 4 (or equivalent), EDMS, or DMS, NVQ Assessor DipSW Social work degree (or equivalent)
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| Experience | * Recent experience of working with young people and their families.
* Working with colleagues in a team and with other agencies.
* Relevant work experience within a residential setting.
* Supervision experience of staff.
* Significant experience at a Senior Residential Worker level or above.
* Experience of having responsibility for security measures in a professional environment
 | * More than one of the following:
* Managing a budget
* Human resources practices
* Co-ordinating and organising staff resources.
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| Skills & Knowledge | * Ability to plan and implement plans effectively.
* Assessment skills, including risk assessment and management
* Good interpersonal skills, with an ability to support colleagues, young people and parents.
* Good communication skills with the ability to express ideas clearly, both orally and in writing.
* Effective management skills
* Active listening and observational skills
* Strong leadership skills
* Ability to motivate and enable others.
* Promote good practice and champion the rights of young people and effectively challenge bad practice.
* Ability to ensure child care values are upheld.
* Ability to sustain and work through placement issues thus reducing unnecessary moves for young people.
* Reflective – ability to want to learn and learn from others.
* Children Act and associated regulations and practice guidance, such a Warner, Howe, Utting, etc. Assessing Outcomes, National Minimum Standards, Children’s Homes Regulations, Procedures in Child Protection, Equal Opportunities, Risk and Risk Assessment, Children’s Rights issues, developmental needs, e.g. physical, emotional, intellectual, social and education, of young people.
* Care planning and reviewing process
* Risk and risk management
* Secure Accommodation Regulations.
* Ofsted inspection framework
* Criminal Justice system and associated acts.
* Crime and Disorder act 1998
 | * Chairing reviews for those young people who are remanded or sentenced.
* Work effectively with Youth Custody Service and other professionals and stakeholders.
* Any of the following:
* National guidance on Child protection practice, e.g. ‘working together under the Children Act’.
* Human resources practices.
* Child care strategies and procedures, in particular the operation of care planning systems.
* Social Care Services provided to children and families.
* Range of social care services provide to children and their families.
* Working knowledge for quality assurance systems, i.e. Aiming for Excellence and Evidence Based Supervision Systems.
* Health and Safety regulations
* Youth Justice Board Effective Practice Quality Assurance framework and performance targets.
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| Personal Qualities | * To be able to manage physically challenging behaviour and complete relevant positive behaviour support and physical intervention training.
* Creative
* Resilient
* Excellent Motivator
* Calm
* Well organised
* Completer/finisher
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