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| **Job Description** | |
| **Post title** | Deputy Manager, Children’s Residential Home / Short-Breaks Provision |
| **JE Reference No** | N11179 |
| **Grade** | Grade 11 |
| **Service** | Children and Young Peoples Services |
| **Service Area** | Children’s Social Care, Residential Services for Children in Care |
| **Reporting to** | Registered Homes Manager, Residential Services for Children in Care |
| **Location** | Your normal place of work will be a designated Childrens Home / Short-Breaks Provision, but you may be required to work at any Council workplace within County Durham.  You will need to have a level of flexibility to work across all of the Children’s Homes responding to Service needs. |
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| **DBS** | This post is subject to an Enhanced Disclosure |
| **Flexitime** | This post is 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** |

As the Deputy Manager for the Children’s Residential Home / Short-Breaks Provision, you will support the Registered Homes Manager to ensure the delivery of high-quality care. You will work directly with children and young people, their families and carers, as well as other relevant professionals identified within the Care Plan.

The Deputy Manager will work in partnership with the Registered Homes Manager to model best practice and lead on interventions to train and develop others as required. You will be part of an aspirational culture and approach to improve and develop the Children’s Residential Service to achieve its vision of providing high quality care and support to children, young people and their families as stated in the Children’s Homes Statement of Purpose.

You will support the Children’s Residential Service to achieve best outcomes for children and young people whilst ensuring regulatory compliance within relevant Children’s Homes Legislation. You will deputise for the Registered Homes Manager in their absence ensuring the smooth running of the home.

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| **Duties and responsibilities** |

* You will support the Registered Homes Manager in the leadership of residential staff to ensure the requirements set out in children and young people’s Care Plans are met. You will ensure that requirements are progressed appropriately and within specified timescales to meet the needs of the children and young people.
* As Deputy Manager you will be responsible for the delivery of high-quality care within the Childrens Home / Short-Breaks Provision, which meets the inspection criteria as set out by the Regulatory Framework.
* You will support staff within the Children’s Residential Service to actively take responsibility for the delivery of high-quality care to meet the needs of children and young people.
* You will support the Registered Homes Manager to quality assure interventions and compliance to regulatory requirements which will include effective and high-quality supervision, undertaking risk assessments as well as the management of a rota.
* You will be committed to safeguarding young people and have an excellent understanding of child protection procedures.
* Facilitate opportunities to enable children and young people to participate in decisions affecting their lives as appropriate to their age and ability.
* Provide out of hours decision making regarding the support of complex young people in relation to safeguarding concerns affecting children and young people across the children’s homes.
* You will be able to identify and manage need and risk safely whilst supporting children and young people accommodated in residential care. You will ensure appropriate risk assessments and safety planning are completed for individual young people in the home and regularly reviewed.
* You will develop and maintain effective working relationships with children and young people, families, carers, managers, relevant professionals and other agencies.
* You will manage effective partnership working whilst overseeing a broad range of operational services and support.
* You will manage auditing processes, collate and analyse information to provide regular reports and quality assurance to support the Registered Homes Manger in presenting any findings as required.
* You will ensure that information is effectively shared across services using a range of methods to support the needs and requirements of the children and young people.
* Be aware of best value to ensure effective management of resources including decision making for financial expenditure in line with DCC policy and guidance. Support the Registered Homes Manager in relation to the budget and financial related measures.
* You will have supervisory responsibility for the residential team, you will support and develop them to be aspirational, innovative and creative.
* You will actively participate in the recruitment, monitoring, supervision and performance management of residential staff.
* You will support the Registered Homes Manager in developments of the workforce and service development plans for the home, which may include induction and on-going training and development, whilst auditing and managing training compliance.
* You will be a positive role model and use a range of evidence-based interventions and techniques that are appropriate and effective in meeting the children and young people’s needs.
* You will be responsible for ensuring the fabric of the building, equipment and grounds meet the Quality Standards for Children’s Homes and Children’s Homes Regulations, assisting with risk and resource management and Health & Safety requirements.
* You will ensure that you remain current in your practice in relation to the intervention tools and techniques used within your daily work and your management role, ensuring you attend and relevant training and development opportunities
* You will support the Registered Homes Manager in the learning and development of the residential team to ensure knowledge and skills are compliant with the Children’s Homes Standards and Regulations.
* You will maintain an up-to-date knowledge base and familiarity with current legislative changes and policies and procedures.
* You will have responsibility for contributing to the development and daily management of an effective and flexible rota which meets the needs of the child/young person’s Care Plan.
* You will be required to work on a flexible basis to ensure necessary cover across the Residential Service.

**The Service operates a 24-hour service 365 days per year.**

**There will be an expectation that the Deputy Manager is familiar with the daily routines in the home, and they observe the practice of team members at different times through the day. This may entail working during an evening and on weekends. The post holder will be required to be part of a management rota providing out of hours support for the Council’s Children’s Homes / Short-Breaks Provision.**

**You will need to have a level of flexibility to work across all of the Children’s Homes responding to Service needs.**

**All staff are accountable for the quality of their own work and for the operation of the relevant parts of the quality systems. This will involve operating within the appropriate quality procedures applicable to the post to ensure that all users of services have their needs and expectations identified and fulfilled.**

**Adherence to best practice as defined within national and local governance documentation and legislation. All staff will be required to work within and promote adherence to the local and national best practice guidance.**

**Deputy Managers are required to be fit and able to undertake DCC’s chosen physical intervention training at a frequency set out in their Development Plan.**

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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 during the course of their work and follow the council’s policies and procedures in relation to data protection and security of information.

* **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 | * Level 3 in Children and Young People or equivalent such as a Level 3 Diploma for Residential Child Care * Level 5 Diploma in Leadership and Management for Residential Childcare or willingness to work towards this within 18 months from qualification enrolment in accordance with DCC guidelines | * DipSW, CSS, CQSW or Social Work Degree * Relevant Child Care Qualification |
| Experience | * Significant experience in a residential childcare setting * Substantial experience of direct work with children and young people and their families * Experience of delivering a wide range of interventions with children and young people * Experience of child protection and working within policies and procedures * Experience of care planning and quality assurance commensurate with the deputy management role * Experience of working in a supervisory or management role | * Managerial experience in a childcare setting * Experience of working in a wide range of childcare settings * Experience of Human Resources practices |
| Skills & Knowledge | * Knowledge of Children’s Homes Quality Standards and Regulations 2015   and associated legislation regulations and practice guidance   * Demonstrable knowledge of the theory and research that underpin work with children and young people e.g. awareness of child development, mental health, substance misuse * An understanding of quality assurance processes and systems * Knowledge of assessment and care planning to meet the identified needs of children and young people * Ability to develop positive relationships with children and young people, their families / carers and other relevant professionals * An understanding of the inspection process and other regulatory checks and compliance frameworks * Ability to effectively manage competing priorities working to required timescales * Excellent communication and interpersonal skills * Competent in the effective use of ICT systems * An understanding of the responsibilities of the Registered Homes Manager | * Budget and financial management skills |
| Personal Qualities | * Good leadership qualities * Creative and aspirational for young people and the service * Emotional resilience and maturity * Organised and work within agreed timescales * Balanced perspectives * Non-judgmental approach * Innovative, creative and imaginative * Child Centred * Commitment to continuous professional development * Flexible approach to work by responding to the needs of the services including, at times, requirements to work beyond normal working hours * To be fit and able to undertake DCC’s chosen physical intervention training (restraint and de-escalation) * Access to a car or access to a means of mobility support (if driving, must have a current valid driving licence and appropriate insurance |  |