

Job Description

Job Title:	Deputy Manager
Salary Grade:	8
SCP:	31-35
Job Family:	People Care
Job Profile:	PC 4
Directorate:	Social Care
Work Environment:	Children's Homes
Reports to:	Registered Manager
Number of Reports:	3-5

Your normal place of work will be at Claremont Terrace Children's Home but you may be required to work at any Company recognised workplace.

This position requires an Enhanced Disclosure and Barring Service (DBS) Check.

Purpose:

To lead the work of the team on duty in providing direct day to day care of children and young people and to undertake supervision and appraisal of designated staff as well as other supportive tasks and duties as part of the home's leadership team.

To deputise in the absence of a Registered Manager, undertaking all tasks commensurate with this role and managing a team of residential workers in providing direct care and support for up to 6 looked after young people.

Key Responsibilities:

To support the Registered Manager to ensure that the practice within the home is compliant with and driven by the Children's Homes Regulations and Quality Standards.

To have excellent communication skills both written and verbal, demonstrated through interaction with team members, young people and other professionals daily to support the management of the home and all aspects of residential care.

To assist the Registered Manager in leading on the supervision and development of the staff team. This should include, through robust supervision, ensuring that the workers are sufficiently qualified and skilled in working in residential care and are able to manage challenging behaviour and defuse difficult situations.

Independently and daily to ensure that the home runs smoothly and strike the right balance between empowering staff and yet knowing when guidance and a management decision is required. This will include HR issues, complaints, leading team meetings and representing the service at management meetings.

To support the Registered Manager with monitoring of the home by contributing to and participating in robust quality assurance processes that show evidence of the positive impact that the home has on each young person and evidence of support and constructive challenge to staff.

To have an excellent knowledge and understanding of the Children's Homes Regulations and Quality Standards and the Ofsted Framework for Inspection and an ability to develop the understanding of designated staff members.

Through effective supervision, ensure that staff within the home are compliant in their practice with relevant policies and procedures. These will include the Joint Agency Protocol to Reduce Offending by Children in Residential Care, Missing from Care procedures and Safeguarding procedures.

To utilise available technology to manage own workload and those of team members, for example using excel spread sheet to monitor training and use IT systems to ensure that work is carried out accurately and in an organised and effective way. To deliver reports on time e.g. looked after reviews, notifications to Ofsted.

To communicate effectively with team members and young people daily, giving clear and consistent direction in a constructive manner when required. As a mentor and part of the leadership team, to lead by example in producing high quality records that clearly evidence the young person's experience, progress and voice.

To ensure that individual care plans of children and young people are implemented and progressed.

To assist in managing young people's behaviour and recording decisions and issues to inform formal reports or handovers to other team members.

To form strong working relationships with young people and team members to create a warm caring environment where young people can develop to their potential. This

will include providing written and word-processed reports that will be presented during meetings and reviews.

To undertake complex and contentious negotiations daily with young people where disagreements occur or where sanctions need to be applied fairly and consistently. Respond to crisis situations for children, young people and families, using appropriate problem solving and negotiation skills.

To use the training that will be on offer to facilitate formal counselling and where appropriate to act as an advocate for the young people in our care.

To communicate effectively and assist children and young people in dealing with emotional and behavioural difficulties.

When working with children, react quickly to changing demands and predict possible areas of conflict and ensure action is taken to minimise these e.g. preparing for the shift ahead by knowing what staff are on duty, what appointments are due, what transportation is required, deployment of staff, arrangement of activities etc.

To contribute to the normal development of the children and young people through the provision of a healthy lifestyle, offer a variety of appropriate activities, and provide them with a consistent and caring adult role model.

Use Therapeutic Crisis Intervention techniques to persuade young people to modify their behaviour, deal with challenging situations and de-escalate potential areas of conflict and life space interviews.

Ensure that the home runs smoothly and strike the right balance between empowering staff and yet knowing when guidance and a management decision is required. If any decisions are made that step outside agreed house rules, then these are discussed with other team members.

Agree behaviour management techniques with other team members that create a comfortable and secure environment e.g. established bedtime routines, morning routines, welcome from school, splitting the group where necessary or confronting bullying behaviour.

To develop new working and research-based practices to improve efficiency and effectiveness of the home and improve the experience and outcomes for young people.

In the light of service demands, support the Registered Manager in ensuring that resources are planned and allocated appropriately, budgets are managed over the financial period identifying potential increase in demand e.g. holidays and Christmas. By devising creative solutions to ensure that resources are utilised to their maximum, this will include the management of a staff rota, use of relief staff and management of staff attendance, capability and conduct.

Providing support to the Registered Manager in their preparation of management reports as requested internally including monthly management reports to the Strategic Service Manager and externally for Ofsted in the form of the Quality of Care Review. These would include performance review as well as planned actions for improvement within available budgetary limits.

Additional Information/Other Requirements:

The post holder must hold Level 3 Diploma for Residential Child Care (or equivalent), and be willing and able to undertake a Level 5 Diploma in Leadership for Health and Social Care and Children and Young people's Services with Children and Young people's Residential Management Pathway (or equivalent)

The post holder must have a minimum of 5 years' experience of working in a children's home, at least 2 of which need to be at a senior level.

Must have an excellent knowledge of the Children's Homes Regulations and Quality Standards.

Must have a good level of IT skills.

Statutory requirements:

In line with the Council's Statutory Requirements, all employees of the Council should:

Comply with the principles and requirements of the General Data Protection Regulation (GDPR) in relation to the management of Together for Children Sunderland's records and information, and respect the privacy of personal information held by Together for Children Sunderland.

Comply with the principles and requirements of the Freedom in Information Act 2000;

Comply with the Together for Children Sunderland's information security standards, and requirements for the management and handling of information;

Undertake the duties of the post in accordance with the Company's Equal Opportunities Policy, Health and Safety Policy and legislative requirements and all other Company policies.

This position is a politically restricted post as identified by Together for Children and in accordance with The Local Government and Housing Act 1989 (LGHA).

The post holder must promote and safeguard the welfare of the children and young people that they are responsible for or come into contact with.

In addition this post operates within the context and requirements of the Children Act 1989 and the Children and Young Person's Act 2008

Author: Sharon Willis
Date: October 2019



Person Specification

Job Title:
Role Profile reference:

Essential Requirements	
<p>Qualifications:</p> <ul style="list-style-type: none"> • must hold L3 Diploma -Resi Child Care (or equiv), be willing/able to undertake L5 Diploma -Leadership for Health & SC & Children & YP's Serv with Children & YP's Residential Management Pathway (or equivalent) 	Application Form Interview
<p>Experience of:</p> <ul style="list-style-type: none"> • The post holder must have a minimum of 5 years' experience of working in a children's home, at least 2 of which need to be at a senior level. 	Application Form Interview
<p>Knowledge and understanding of:</p> <ul style="list-style-type: none"> • Must have an excellent knowledge of the Children's Homes Regulations and Quality Standards. • Social Care Common Inspection Framework • The Children Act 	Application Form Interview
<p>Ability to:</p> <ul style="list-style-type: none"> • Able to effectively use a PC to prepare documents, record information or input data. • Write detailed plans and reports as required. • Deliver good outcomes for young people through monitoring, reviewing, evaluating and planning for the children's home. • Support in the management of a staff team, including delivering robust supervision and appraisal. • The ability to work outside of normal working hours to meet the needs of the service. 	Application form Interview

<ul style="list-style-type: none"> • Work effectively despite changes in colleagues, settings and environment as well as changing working hours and working weekends. • Meet the travel requirements of the post • To share information and obtain information from others through excellent written and verbal communication. • 	
Commitment to Equal opportunities	Interview

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