

Job Title:	Deputy Manager
Team/Service Area:	Social Care
Salary/Grade:	Grade 8
Line Manager:	Registered Manager
Direct Reports	3-5
Location:	Children's Residential Care

About Us

Established in 2017, Together for Children Sunderland is on a mission to improve services in social care, early help and education and engage the whole community in giving children and young people in Sunderland the best possible opportunity to thrive.

Our dedicated workforce strives to make a difference, irrespective of our work vocation or specialism.

We value diversity and actively seek candidates from all backgrounds, including various ages, disabilities, neurodiverse individuals, gender identities, sexual orientations, religions, beliefs, races, and cultural backgrounds. Our inclusive workplace culture fosters collaboration and excellence.

Find out more: [Find out more - Together for Children](#)

About the Role

- 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 Thrive processes of designated carers as well as other supportive tasks and duties as part of the home's leadership team.
- Deputise in the absence of a Registered Manager, undertaking all tasks commensurate with this role and managing a team of carers in providing direct care and support of children and young people.
- This post requires an Enhanced Disclosure and Barring Check (DBS) and registration with the online update service. To safeguard and promote the welfare of children

Key Responsibilities

- 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.
- Have excellent communication skills both written and verbal, demonstrated through interaction with team members, children and young people and other professionals daily to support the management of the home and all aspects of residential care.
- Assist the Registered Manager in leading on the supervision and development of the carers 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, including Signs of Safety, Therapeutic Crisis Intervention and Trauma and PACE.
- Independently and daily to ensure that the home runs smoothly and strike the right balance between empowering carers 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
- 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.
- 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 carer members.
- Through effective supervision, ensure that carers 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.
- 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., Cared for Reviews, notifications to Ofsted.
- Communicate effectively with team members and children 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



Better Health
at Work Award
Gold Award



producing high quality records that clearly evidence the young person's experience, progress and voice.

- Ensure that individual care plans of children and young people are implemented and progressed.
- Assist in managing children and young people's behaviour and recording decisions and issues to inform formal reports or handovers to other team members.
- Form strong working relationships with children and young people and team members to create a warm caring environment where children and young people can develop to their potential. This will include providing written and word-processed reports that will be presented during meetings and reviews.
- Undertake complex and contentious negotiations daily with children and 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.
- Use the training that will be on offer to facilitate formal counselling and where appropriate to act as an advocate for the children and young people in our care.
- Communicate effectively and assist children and young people in dealing with emotional and behavioural difficulties.
- When working with children and young people, 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 carers are on duty, what appointments are due, what transportation is required, deployment of carers, arrangement of activities etc.
- 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 children and 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 carers 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.



Better Health
at Work Award
Gold Award



- Develop new working and research-based practices to improve efficiency and effectiveness of the home and improve the experience and outcomes for children and 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 PVH/Casual staff and management of staff attendance, capability and conduct.
- Providing support to the Registered Manager in their preparation of management reports as requested, including 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.
- Following receipt of training from our Coaching provider, a willingness to form part of the TfC Coaching Programme and commitment to the development of other TfC future leaders and managers through Thrive@TfC.
- To safeguard and promote the welfare of children and young people.
- Champion equity, diversity and inclusion in all aspects of your work and the communities you assist.

Our Expectations

You must undertake this role in accordance with the requirements set out below:

- Comply with Together for Children's Code of Conduct, People policies and procedures, Health and Safety Policy and EDI Statement.
- Uphold all relevant professional policies, standards and legislative requirements
- Adhere to the Data Protection Act 2018 and GDPR principles in relation to the management and handling of personal and/or sensitive information and respect the privacy of personal information managed by Together for Children Sunderland.
- Comply with the Freedom of Information Act 2000.
- Follow Together for Children Sunderland's and NHS ICB's information security standards.

This job description is a guide to the duties you will be expected to perform. It is not an exhaustive list, and you may be required to undertake other tasks and duties not listed that are reasonably commensurate with the job role and grade of the post. Where a fundamental change to the job description is needed this will be discussed with the postholder prior to any changes being made.

Date: April 2025



**Better Health
at Work Award**
Gold Award



Person Specification – Deputy Manager

The requirements for this post and how candidates will be assessed are set out below.

Essential Requirements	Method of Assessment
Qualifications - Level 3 Diploma - Residential Childcare (or equivalent) - Be willing/able to undertake L5 Diploma -Leadership for Health & Social Care & Children & Young People's Services with Children & Young Peoples's Residential Management Pathway (or equivalent)	Application Form
Experience - Relevant experience of working with children and young people at a senior level. - Supervisory experience.	Application Form
Knowledge and Understanding - The Children's Homes Regulations and Quality Standards. - Social Care Common Inspection Framework - The Children Act - Ofsted Framework for Inspection	Interview
Skills and Abilities - 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. - Work outside of normal working hours to meet the needs of the service. - 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.	Interview
Other Requirements Commitment to Equal Opportunities	Interview



Better Health
at Work Award
Gold Award

