Job Description

Job title	Deputy Manager
Directorate	PEOPLE : Children and Adults
Division	Parklands Short Breaks Home
Range	MPR 6
Reports to	Registered Manager

Main purpose of the job:

To be responsible for the delivery of high quality care with the home, which meets the inspection criteria as set out in the regulatory framework.

To work in partnership with the Registered 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 service to achieve its vision of providing high quality care and support to children and their families as stated in the Statement of Purpose.

To apply all relevant legislation (i.e., Children Act 1989, Health and Safety Act 1974, Children's Homes (England) Regulations 2015, Care Standards Act 2000), Council's policies and procedures as well as other available 'good practice' guidance, and to ensure that these are understood and adhered to by staff.

Support the Registered Manager in achieving the best outcomes for children whilst ensuring regulatory compliance with the Children's Homes Regulations 2015 and embedding the SCCIF (Social Care Common Inspection Framework).

Support the Registered Manager in relation to the budget and financial related measures ensuring effective management of resources in accordance with Medway's financial regulations.

To deputise for the Registered Manager in their absence ensuring the smooth running of the home.

Liaise with stakeholders in a way that promotes the One Medway Council Plan and embeds our values and behaviours.

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Accountabilities and outcomes:

Support the Registered Manager in the leadership of residential staff to ensure the requirements set out in children's care plans are met and that requirements are progressed appropriately and within specified timescales to meet the needs of the children.

To actively participate in the recruitment, monitoring, supervision, and performance management of residential staff whilst ensuring that inductions and ongoing training and development is provided to support staff in their individual development as well as complying with the training needs of the home.

Support the Registered 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.

Monitor and review care plans, risk assessments and behaviour support plans consistently ensuring that the safety and well-being of each child is at the heart of everyday practice in the home ensuring that working practice aims to achieve the best outcomes for children in a safe and secure environment.

Manage effective partnership working whilst overseeing a broad range of operational services and support to enable the smooth running of the home whilst meeting the outcomes for children.

Promote a culture where children are central to the decision-making process, where their views are encouraged, and their wishes and feelings are always considered.

Alongside the Registered Manager, ensure that medication procedures are in place and complied with by staff.

To effectively co-ordinate a 24-hour staff rota to meet the individual and group requirements of the children and ensure the home has adequate cover at all times.

At the discretion of the Head of Service, such other activities as may from time to time be agreed consistent with the nature of the job described above.

Key Corporate Accountabilities:

To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

As a corporate parent, all council employees are responsible for ensuring the well-being and positive outcomes of Medway's care-experienced children and young people.

To participate in the Performance Appraisal process and contribute to the identification of own and team development needs utilising the Career Development Framework.

Work in accordance with the Equality Act 2010 and the Public Sector Equality Duty to eliminate unlawful discrimination, harassment and victimisation. Promoting equality of opportunity, fostering good relations and improving the quality of life and opportunities for everyone living and working in Medway.

To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

Medway Council is a Category One responder in relation to the Civil Contingencies Act (2004) and as a result all staff working for the Authority may be asked to carry out Category One response duties or stand into the role of another member of staff who is responding to a Major Civil Incident.

Accountabilities to Children and Young People

The children and young people of Medway have said the following qualities are really important to them:

- Be a good listener.
- Be non-judgemental.
- Be consistent and stable.
- Be contactable.
- Understand me.
- Be honest.
- Be focused.
- Be realistic.
- Be a good timekeeper.
- Be resourceful in your approach.

Be ambitious for young people and promote others to share the same drive.

Champion Children and Young People’s views and rights in everything you do.

Ensure Children and Young People’s voices are listened to and acted upon.

‘Do what you say and say what you do’.

Organisation:

This role reports to the Registered Manager.

The post holder will have line management responsibility.

The post holder will support with recruitment, induction, supervision, motivation, training, and professional development of staff, to ensure that all professional standards are maintained.

The post holder will be required to liaise with all stakeholders both internal and external to the organisation.

Working Style:

FIXED - The post holder will be permanently based at Parklands Short Breaks, although they may be expected to work at any location across Medway.

The post holder will be required to work shifts, including evenings, waking nights, weekends, and bank holidays.

The post holder will be required to provide out of hours decision making regarding the support of complex young people in relation to safeguarding concerns affecting children.

The post holder will be required to work on a flexible basis to ensure necessary cover across the residential service.

This post is exempt under the Rehabilitation of Offenders Act 1974 and as such appointment to this post will be subject to an Enhanced Disclosure application to the Disclosure and Barring service (DBS)

Person Specification

All criteria at level A are considered essential unless stated otherwise.

Qualifications

Level A

- Educated to GCSE Level 5 or equivalent in English and Maths
- NVQ Level 3 / Level 3 Diploma in Residential Childcare or equivalent qualification
- A willingness to work towards Level 5 Diploma in Leadership and Management for Residential Childcare or equivalent as recognised by Children's Homes Regulations 2015
- A willingness to undertake all mandatory training.
- A willingness to undertake Playfulness, Acceptance, Curiosity and Empathy (PACE) training.
- A willingness to undertake Team Teach training.

Level B

- Working towards Level 5 Diploma in Leadership and Management for Residential Childcare or equivalent as recognised by Children's Homes Regulations 2015
- Completion of all mandatory training including PACE and Team Teach.
- Completion of Medway Manager training.

Level C

- Level 5 Diploma in Leadership and Management in Residential Childcare.
- Evidence of continuous professional development

Knowledge

Level A

- A proficient understanding of the Children's Homes Regulations 2015, Quality Standards, SCCIF and the Framework for Inspection of Children's Homes and what is required to meet or exceed the Ofsted requirements.
- Demonstrable knowledge of the theory and research that underpin work with children and a detailed understanding of the issues that affect children including trauma, attachment, mental health, child development and contextual safeguarding.
- Comprehensive knowledge and understanding of Autistic Spectrum Disorders and displayed behaviours, learning difficulties and complex health needs, e.g. adolescent development, child development, mental health, diabetes, PEG feeding, epilepsy, asthma.
- A good knowledge and understanding of issues for disabled children and their families.
- Comprehensive knowledge of safeguarding policies and procedures, including understanding reporting process and signs and symptoms of abuse.
- Assessor trained in medication.
- A good understanding of the PACE model of care.
- Knowledge of assessment and care planning to meet the identified needs of children.
- An awareness of Signs of Safety.

Level B (in addition to A)

- A comprehensive understanding of issues for disabled children and their families and how it impacts on families.

- Comprehensive knowledge of safeguarding policies and procedures, including understanding reporting process and signs and symptoms of abuse.
- An understanding of Signs of Safety and its application.
- An understanding of Medway Council's financial procedures and regulations.
- A good working knowledge of Health and Safety provisions and the process of managing risk.
- Knowledge of assessment and care planning to meet the identified needs of children.

Level C

- A good understanding of the responsibilities of the Registered Manager and Responsible Individual.
- A good understanding of Regulation 44 visitor role.
- An understanding of quality assurance processes and systems.
- Up to date knowledge and understanding of changes to legislation and practices across the residential sector.

Experience

Level A

- A minimum of 3 years' experience of working within residential children's settings.
- Substantial experience of working directly with children and young people with learning difficulties and / or complex health needs and/or emotional/behavioural difficulties, where sometimes there may be times when this will include working directly with some challenging behaviours.
- Proven experience of working in a supervisory or management role
- Experienced in managing adequate staff levels, shift management and working time regulations.
- Experienced in developing partnership working with other professionals, liaising with other service providers and outside partner agencies including Ofsted and Regulation 44 Visiting Service.
- Experience in undertaking recruitment and selection using safer recruitment guidance.
- Experienced in participating in multi-agency meetings.

Level B

- A minimum of 2 years' experience of working within residential children's setting as a Deputy Manager.
- Experience in leading staff meetings.
- Confident in dealing with unusual situations where there are no recognised procedures in place.
- Experience of delivering a wide range of interventions with children.
- Experience of contributing to effective financial management and forecasting within a limited budget.

Level C

- A minimum of 3 years' experience of working within residential children's setting as a Deputy Manager.
- Experience of reviewing incidents and applying a Signs of Safety approach, taking actions where appropriate.
- Experience in leading multi-agency meetings.

Skills

Level A

- Proficient in the use of Microsoft Word, Excel and Outlook and willingness to learn other council packages as required.
- Full, clean driving licence for use in the UK.
- Ability to lead, motivate and encourage other employees providing direction, monitoring progress and empowering employees to achieve objectives.
- Ability to establish and maintain positive relationships with children, families, team members and other professionals.
- Well-developed communication skills to present complex / sensitive information in an understandable way, to a range of audiences with an awareness of alternative forms of communications for children.
- Works independently within defined procedures, and can work outside of procedures, making decisions without referring to manager where necessary.
- Ability to lead, motivate and encourage other employees providing direction, monitoring progress and empowering employees to achieve objectives.
- Ability to effectively manage competing priorities working to required timescales.
- Good organisational skills.
- Ability to appreciate and respond to the diverse, ethnic, cultural, and spiritual needs of the children.
- Ability to handle sensitive and confidential information in accordance with GDPR requirements.

Level B

- Can analyse and interpret complex information and situations. Develop solution and plans for the medium term. Adopts an imaginative and innovative approach.
- Ability to undertake a range of written and numerical tasks, e.g. accurately recording information, writing reports, compiling risk assessments, incident and accident reporting.
- Able to demonstrate resilience in challenging situations.
- Able to maintain professional boundaries and to ensure staff do likewise.

Level C

- Ability to review and update policies and procedures within the home.
- Contributes to training around specific health conditions such as diabetes, PEG feeding, epilepsy, asthma.
- Demonstrates commitment to improving outcomes for children and young people in care of the local authority.