



Hill Top Childrens Care

Job Description | Person Specification

Hill Top Childrens Care

Job Title: Deputy Manager

Accountable to: Registered Manager | Responsible Individual

Responsible for: Senior Support and Support Workers

Equal Opportunities

All young people are equally entitled to have their needs met in a fair and balanced way. The Deputy Manager is responsible for promoting equal opportunities for all and for challenging any behaviour or practice which discriminates against any young person or colleague on the grounds of race, religion, disability, age, gender, sexual orientation or any other perceived difference.

PRINCIPAL RESPONSIBILITIES

- To have responsibility for assisting the management referrals into the service from a variety of sources.
- To ensure all children & young people in residence at the home are risk and needs assessed and that these assessments are regularly reviewed and updated.
- To ensure that high quality support and transition services are provided to young people, in line with the service specifications/ placement plan required by the relevant local authorities.
- To safeguard children & young people through sound management strategies, collaborative working with external agencies and emergency services and compliance with local authority safeguarding procedures
- Assist with the Management of Seniors Support and Support Workers within the Home
- Facilitate the development of a range of children & young people inclusion opportunities and activities with Support staff, working towards improving outcomes for accommodated children and young people
- Ensures the Home operates in accordance with legislations, standards and guidance e.g. Children's Home Regulations 2015, Care Standards Act 2000, National Minimum Standards for children's home etc
- To promote the participation of children and young people in the running of the home, including encouraging feedback and views, facilitating children and young people' meetings, responding positively and professionally to complaints, and passing information to the rest of the staff team and partner agencies where appropriate.

STAFF MANAGEMENT

- Provide line management, supervision and appraisal to Senior Support and Support Workers in the Home.
- Attend the team meetings and staff are informed about the organisation's strategic goals.
- Assist day to day responsibility for deployment and management of staffing
- Ensure that all staff receive appropriate induction, training and development opportunities. To participate in the training of staff as required.
- Assist performance management including setting targets, monitoring and taking action to address any performance issues.
- Ensure staff are empowered to take responsibility and to work in a way that is imaginative and responsive to the needs of children and young people.

SERVICE PROVISION

- Work closely with the Registered Manager to deliver the service.
- Facilitate and encourage effective resident participation, youth involvement activities and opportunities.
- Monitor service provision on a regular basis.
- Monitor the Homes' recording & filing system to ensure all children and young people have an up to date Placement Plan and SMART goals.
- Ensure all staff adhere to the Home's policies and procedures and protocols.
- Develop and maintain positive links with local statutory and independent sector services, ensuring that the organisation is well thought of in the local area and is contract compliant.
- Develop and maintain close links with the local safeguarding children board.
- Promote positive relationships with neighbours and local communities.
- Provide information and data on service provision as and when required.
- Participate in on-call rota.

RESOURCE MANAGEMENT

- Ensure effective communication and information systems within the home.
- Ensure that all the work carried out by the team meets Health and Safety requirements.
- Make full use of ICT for appropriate tasks, including the use of the IT system, word processing, spreadsheets, databases, e-mail and the Internet.

CHILDREN / YOUNG PEOPLE WORK

- Ensure that a comprehensive placement/support plan-based service is provided to clients in line with Hill Top Childrens Care' policies, procedures and approach.
- Ensure that where necessary, staff make referrals to specialist agencies, such as primary health care, social inclusion/employment services and mental health services.

- Ensure that staff set up and maintain client's files and ensure that appropriate records are kept of support care and provided to clients.
- Liaise effectively with partner agencies and stakeholders to ensure referrals and assessment issues are dealt with within the time objectives of the Home.
- Develop, with staff and clients, a wide range of activities, work experience and training opportunities designed to provide young people with additional life skills.

GENERAL

- Ensure that the organisation Equality & Diversity policy is promoted at all times in the conduct of the Home's business.
- Ensure that the team complies with the organisation's financial rules.
- Adhere to the organisation confidentiality and safeguarding policies.
- Ensure that your own work and that of the team works within and contributes to the Home's, departmental and corporate plans.
- Any other duties within the general scope of the post as directed by the Registered Manager.

This job description provides an indication of the role and responsibilities of the post but should not be construed as an exclusive list of duties that the post holder may be asked to undertake.

Person Specification

Category	Requirements	E D
Qualification	A recognised social work qualification or a professional qualification relevant to working with children at least Level 3 Diploma for Residential Childcare (QCF) and willing to work towards Level 5 Diploma in Leadership for Health and Social Care and Children and Young People's Services - Residential Childcare.	E
Experience	Experience of working in a residential setting for a minimum of 2 years and at least 1-year experience of working in a senior role in a residential child care setting.	E
	At least one year of experience supervising and managing professional staff.	D
	Staff Management. Use of appropriate leadership styles to resolve conflict, solve problems, elicit performance and motivate, support and direct staff.	E

	Experience of developing a range of youth involvement activities and opportunities.	E
	Experience of working within an assessment and support planning framework.	E
	Planning and prioritising resources effectively to meet Corporate objectives.	E
Knowledge	A thorough understanding of the kind of behavioural issues, which might arise with children and young people in a residential setting	E
	Experience of fostering and maintaining relationships, internally and externally.	E
	Experience of promoting client choice and diversity.	E
	Sound knowledge and understanding of emotional and behavioural difficulties, mental health disorders and learning difficulties.	E
	A knowledge of the principles of good management, staff supervision and leadership.	D
	Sound knowledge and understanding of Children's Home Regulations 2015, Care Standards Act 2000, National Minimum Standards for Children's home, Ofsted Policies and related legislation, Safeguarding Vulnerable Groups Act 2006, regulations and guidance.	E
Skills and Ability	Experience and knowledge of quality and performance management techniques	D
	Financial, customer and market awareness. Able to manage budgets.	E
	Excellent written and verbal communication and negotiating skills. Able to represent the organisation appropriately	E
	Excellent level of literacy skills to write and contribute to reports, logs, etc. Good IT skills, including word, excel, email and the internet.	E
Other:	Assesses risk and makes decisions accordingly	E
	Prepared to work within and promote the framework of policies and procedures applying to the way in which this home is operated	E
	Good organisation skills and ability to prioritise workload and team tasks.	E

	Driving licence and willing to drive company cars as necessary, including driving children and young people as required	E
	Ability to work early, late and weekends and to sleep in at the home on a rostered basis in line with the needs of the home.	E
E – essential D – desirable		

Safeguarding and child centred responsibilities

Be alert to any signs of distress and abuse, and to ensure that children and young people are monitored and protected, reporting any concerns to the Registered Manager. Ensure the rights and needs of children and young people are met as fully as possible whether physical, emotional, social, educational, spiritual or cultural. Ensure all relevant information on the young person's background and present needs is available, read, understood and signed off where necessary. Agree consequences to actions with children and young people that will benefit the child or young person and create opportunities for changes in behaviour and renewed confidence in line with the organisation's practice model and with National Minimum Standards.
