



Job Profile

JOB TITLE:	Deputy Unit Manager
GRADE:	POA
POST NO:	Various
JOB TIER:	Professional
DBS CHECK:	Enhanced
GROUP:	Social Care
SERVICE:	Provider Services & Commissioned Care

REPORTING STRUCTURE

Reports to:	Registered Manager
Direct Reports:	Up to 6 Senior Residential Workers
Indirect Reports:	Residential and Support staff on a daily / shift basis.

ROLE PURPOSE:

The Deputy Manager will deputise for the Registered Manager in their absence ensuring that the requirements of the Care Standards Act 2000, The Children's Home Regulations and Quality Standards of 2015 and other relevant legislation are met.

A. Job Description

1. Resident & Community Contribution

- Demonstrate understanding of the Council's Customer Care Standards and ensure that these standards are met in order to deliver the Council vision of 'putting our residents first'.
- The Deputy Manager will manage and develop the highest standard of childcare practice and care planning for young people resident in the home.

2. People Management

- Responsible for the selection, development and performance of the Children's Home staff team in line with the Council's HR policies.
- Ensure all team members receive the appropriate level of communication to maintain engagement with the Council's vision, priorities and activities and understand the attitude required to meet the needs and rights of service users.
- Deliver on the job coaching and mentoring for continuous professional improvement.
- Ensure that practice supervision, group supervision and team development are embedded in the day to day culture of managing the staff team

3. Operational Service Delivery

- Responsible for the efficient management of day to day operation of the services including the management of the buildings and all facilities.
- To take the lead in developing and monitoring the care practice across the children's residential service. To ensure that staff are kept up to date with the latest developments, that expertise is shared with staff, and that staff in the team, whether permanent, casual or agency are inducted, supervised, mentored and coached as necessary.
- To take the lead, with the allocated Social Worker, in care planning for individual young people, charring practice, review, multi-disciplinary and planning meetings as required.
- To assist the Registered Manager to plan, allocate and review the workload, while managing priorities. To help design, implement and improve systems and processes, to achieve the performance targets contained within the Business Plan, the statement of purpose and the workforce development plan.
- To have delegated responsibility for ensuring the participation of children and young people in the development of the home and all aspects of their care, ensuring that young people's meeting and link-sessions take place and that young people are debriefed after incidents, including missing from care protocols.
- Monitor systematically the work processes of individual workers, evaluate care plans, risk assessments and case notes and to be responsible for decisions on individual cases and to take action to ensure that the quality of the service is

consistent with Departmental standards, policies and procedures and Ofsted regulations.

- To ensure that the implementation and maintenance of policies and procedures is within the boundaries set by the Care Standard Act 2000 and the Children's Home regulations and Quality Standards 2015.
- To ensure an up to date knowledge of policies, procedures and current legislation including the appropriate use of on-call and need to know policies.
- To ensure that all policies and procedures related to residential childcare practice are updated in line with legislation, good practice guidance, and departmental policy. To disseminate this, as appropriate, to the staff team and other professionals.
- To have delegated lead responsibility for the education and health of the young people, ensuring that the staff team are informed and trained and that all policies and procedures are effectively updated and implemented
- To have delegated lead responsibility for the safeguarding of the young people, ensuring that the staff team are informed and trained and that all policies and procedures are effectively updated and implemented
- To have delegated lead responsibility for the education and health of the young people, ensuring that the staff team are informed and trained and that all policies and procedures are effectively updated and implemented
- To work shifts where required and participate in an on-call rota to the home
- To ensure that staff work as a team with colleagues in the home, in the service and social work teams and with other organisations and agencies as appropriate.
- Maintain awareness of other resources and facilities throughout the borough developing links with other agencies, departments and services with a view to maximising opportunities for services users.
- Develop and maintain useful and appropriate communication with service users/young people, families and carers and other professionals by encouraging their interest and participation in the service.
- To comply with the Council's requirement for no discrimination on the grounds of gender, race, age, disability, marital status, sexual orientation, creed/religion, ethnic or national origin in any matters to do with employment or the provision of service.
- Following council policy, ensure children requiring regular medication receive them in a safe and proper manner, maintain the safe storage and control of all drugs within the services and ensure that a high standard of first aid procedures and practices are maintained.
- Responsible for maintaining a safe and healthy working environment in line with Health & Safety at Work Act (1974).

4. Service Planning & Development

- Ensure that an annual Team Plan, aligned to the Group / Service Plan(s), is developed, agreed and communicated to team members in a timely manner.
- Ensure clear Service Level Agreements (SLA's) are in place where appropriate, covering all aspects of service delivery with performance and response levels, together with the escalation process if SLA's are not met.
- Set and review targets, priorities and standards for the service to meet council requirements

5. Financial & Resource Management

- To monitor the budget and have delegated responsibility for specific areas. In the absence of the manager to make appropriate decisions and authorise financial expenditure within the guidelines prescribed by the delegated scheme of authority
- Ensure all purchasing and procurement is conducted in line with the corporate guidelines with appropriate use of the Council's financial systems.
- Ensure all workforce expenditure is compliant with corporate guidance and that any temporary resource is purchased through the Council's agency contracts.
- Demonstrate cost-consciousness and identify any cost effective changes to own way of working.

6. Service Improvement

- *Support the manager to Implement continuous monitoring of team and individual performance and productivity to ensure the delivery of the service is maximised, with continuous improvement using the quality outcomes framework from the Ofsted regulations and the monthly regulation 33 inspections and regulation 44 reports. In addition, support the manager to complete Bi-annual regulation 45 reports and submit to Ofsted.*

7. Contacts

- Develop, promote and sustain positive and productive working relationships with social workers, psychologists, therapists, CCG, Police, Youth Offending Services, Virtual School, Education and school nursing for LAC.
- Internal: will be with other officers within Social Care, Adult & Community Learning, Finance, HR, and the wider Council.

8. Additional Responsibilities

- Complete other reasonable tasks in order to fulfil role purpose or as required by management.
- Ensure all Council policies and procedures are complied with at all times, including health & safety/risk management, dignity, choice and control, individuality, equity and confidentiality (GDPR)

9. Key Performance Indicators

- Delivery of agreed PADA objectives

- **B. Person Specification**

Deputy Unit Manager

This person specification will be used for recruitment to this post. It will form the basis of the application form, and candidates will be also assessed against aspects of this person specification at interview.

1. QUALIFICATIONS	ESSENTIAL	DESIRABLE
NVQ 3 (CCYP) or equivalent	✓	
Social Work qualification or Registered Managers Award or NVQ4 (CCYP)		✓
Evidence of CPD	✓	
NVQ in Management or relevant management qualification, (or a willingness to undertake within the first year in post).	✓	
NVQ/QCF assessor qualification or a willingness to undertake this.		✓
2. STATUTORY or ROLE SPECIFIC REQUIREMENTS	ESSENTIAL	DESIRABLE
Ability to work shifts on a 24/7 rota and be on call out-of-hours	✓	
Hold a UK driving licence	✓	
3. EXPERIENCE	ESSENTIAL	DESIRABLE
Significant experience in children's residential care at a senior grade or management position	✓	
Experience of developing high performing teams	✓	
Experience of working with Unaccompanied Asylum Seeking Young People and young people with emotional and behavioural difficulties	✓	
Experience of leading responsibility for care planning and daily practice within the service ensuring that the highest standards are set and achieved.	✓	
Experience of chairing care- planning meetings and agree care plans for young people.	✓	
Demonstrable experience of forming and sustaining appropriate professional relationships with young people	✓	
4. KNOWLEDGE & SKILLS	ESSENTIAL	DESIRABLE
Knowledge of relevant childcare legislation and practice and practice issues arising from Care Standard Act 2000, The Children's Home regs and Quality Standards 2015 and Government reports (e.g. Utting Report, Monroe report).	✓	
Ability to take the lead in developing and updating policies and procedures in relation to residential childcare.		
Knowledge of child development and group dynamics.	✓	
A proven ability to Safeguard young people	✓	
Ability to lead and monitor a staff team with a range of backgrounds and experience, in planning and delivery of positive and purposeful care of young people in residential care.	✓	
Ability to collaborate effectively with other carers, professionals and agencies to deliver the best outcomes for young people.	✓	

Ability to deputise for the Registered Manager across the full range of his/her responsibilities to ensure the requirements of the Care Standard Act and Children's Home Regulations are met.	✓	
Ability to demonstrate a solid understanding and commitment to equal opportunities and anti-discriminatory practice.	✓	
An understanding of CCE, CSE, CEOP, grooming, gang affiliation, drug use. County Lines, Self Harm and Suicidal Ideation	✓	
Understanding of child and adolescent development in a multicultural society.	✓	
5. COMPETENCIES	ESSENTIAL	DESIRABLE
"Can do" positive attitude Demonstrates a commitment to changing work practices and processes, and a willingness to try new ways of working or thinking.	✓	
Takes responsibility and delivers results Adapts to changing demands to ensure that objectives are met, overcoming problems and making well considered decisions.	✓	
Team working Acts as a role model to others in the team, sharing knowledge and experience when necessary, whilst respecting and valuing the contribution other team members' experiences can bring.	✓	
Communication Demonstrates well developed written and verbal communication skills; and the confidence to present reports and verbal accounts credibly to a variety of different audiences.	✓	
Customer Care Develops contacts and relationships with customer/ client groups, regularly reviewing service delivery and taking responsibility to ensure quality service provision.	✓	
Takes ownership of personal development Takes action to develop own and others' capability and knowledge by promoting and supporting developmental opportunities to improve performance.	✓	