


## GLPC Job Description

	<b>Job Title</b>	Deputy Manager
	<b>Directorate</b>	Children and Young People
	<b>Department</b>	Early Help & Social Care
	<b>Grade</b>	PO2
	<b>Reports to</b>	Registered Manager
	<b>Staffing Responsibility</b>	Residential Support Staff (inclusive of night staff) x7

### Job Purpose:

1. To support the Registered Manager in all aspects of the day-to-day running of the Children's Home in line with the Children's Home Regulations 2015, the Quality Standards and other relevant regulations.
2. Promoting a caring environment which provides young people with a high standard of specialised personal care, meeting individual needs and ensuring everyone is treated with respect and dignity and rights to privacy, independence and choice are met.
3. To be responsible and ensure highest standards of childcare practice in compliance with all the policies and procedures of Brent Council and Ofsted.
4. To provide leadership and supervisory management and guidance to the staff team to promote best practice and effective delivery of service.
5. To deputise for the Registered Manager as required.

### Principal Accountabilities and Responsibilities:

1. Manage and lead staff to achieve high performance and effective operational delivery, including developing and improving staff capability.
2. Ensure that the council's overall vision, values and ethos are central to the requirements of the service.
3. Support effective working relationships and act as an ambassador and advocate with external organisations.
4. Keep up to date with developments in service delivery and best practice to ensure the service performs effectively and to the highest standards.
5. To undertake 24-hour shift work that will be outside of normal office hours including evenings and weekends as per staff rota and work as part of a team carrying out Residential Support Worker duties.
6. To work under the direction of the Registered Manager and deputise for them as and when required.
7. To support the Registered Manager with the day-to-day running of all aspects of the home including the standards and quality of care, recruitment and training issues, communication with the team, the premises of the Care Home and financial matters.
8. To support the Registered Manager with the effective running of the home ensuring all legislation and regulations concerning environmental health, infection control, building control, planning and health and safety are met, and all risk assessments are regularly carried out (including fire checks) to meet the high standards expected in the home.

9. To recognise and assess individuals' needs, involving relevant professional agencies and relatives where needed, in order to formulate personalised care plans for each young person.
10. To provide the highest level of personal care and attention to young people following individual care plans carefully and ensuring all contact is polite, friendly, warm and supportive.
11. Follow young people' individual care plans, to administer medication to young people as prescribed, accurately maintaining appropriate records for both.
12. Work in partnership and maintain effective channels of communication with:
  - Staff, both internal and external
  - Young people
  - Parent, carers, and other family members
  - Social workers
  - Education staff
  - Other professionals with a concern for the young person's needs
  - Outside suppliers
13. The post holder must at all times take account of the rights of young people and their parents/carers to be consulted and involved in any decisions affecting them.
14. To support young people with their personal financial arrangements, maintaining confidentiality of all information, and that any financial transaction is recorded and treated with the utmost honesty.
15. Promoting the social and emotional wellbeing and development of young people and to consistently strive to further develop these skills.
16. Responsible for understanding and complying with statutory and legal requirements relevant throughout the home, including, COSHH, Health and Safety, all aspects of the Children's Home regulations to maintain a safe environment throughout the home.
17. To keep up to date with all standards, related legislation and inspection frameworks and implement as necessary. To assist both internal and external auditors, Ofsted and external monthly Regulation 44 Inspectors in their work and provide them with the necessary information.
18. Conduct quality reviews, prepare Regulation 45 quality review reports, and submit to Ofsted.
19. To support the Registered Manager with prospective/ potential young people for the home including providing relevant information. Also, to welcome new young people, complete appropriate records and paperwork and ensure adequate arrangements are made for every young person.
20. To liaise and support education staff with the young person's daily educational needs as required.
21. Support the RM with staffing requirements, including the recruitment of suitable employees for the team working in the home including effective inductions, the training needs for all the team are identified and met. To carry out regular supervisions, assessments ensuring the home is a friendly and supportive caring environment.
22. Carry out the roles and responsibilities of a shift leader, co-ordinating shifts, offering support and guidance, allocating tasks and duties to self and other members of staff.
23. Assist the manager to manage motivation and develop the staff team to enhance performance and meet the needs of the young people.
24. Within the delegated budget and financial procedures, be responsible for specific budget headings in the service cost centre. To monitor this delegated budget and alert the manager if this budget is likely to be overspent.
25. To ensure that staff operate financial systems within the financial procedure, such as petty cash and pocket money.
26. To assist when required with the preparation of budgetary estimates.
27. To maintain professional knowledge and skills through training, reading and other such activities through active participation in staff development programmes, including regular self-assessment and ongoing self-development under guidance from the potholder's

supervisor. Identifying appropriate points to seek supervision and advice and/or consult with other professionals.

28. Be flexible to work unsociable hours on a 24-hour shift rota pattern, to include Weekend, Bank Holidays and Sleeping In duties.
29. To develop a high standard of recording in relation to case records, report writing or any other written material.
30. Promoting and safeguarding the welfare of the young people, and to regularly stay updated in relation to any changes within safeguarding legislation and policy.
31. To carry out any other appropriate duties requested by the home manager.
32. Ensure that the council's overall vision, values and ethos are central to the requirements of the service.
33. To attend relevant internal and external meetings/training as requested.
34. To participate in internal supervision and the company's annual performance appraisal process and undertake relevant staff development.
35. To be responsible for the health and safety of self and others.
36. Provide cover in other areas as required.
37. To make secure all buildings on leaving the site.
  
38. Safeguarding is everyone's responsibility and all employees are required to act in such a way that at all times safeguards the health and well-being of children and vulnerable adults.
39. Carry out duties with due regard to the Council's Customer Care, Equal Opportunities, Information Governance, Data Protection, Health and Safety and Emergency Planning & Awareness (including to provide assistance where available) policies and procedures.
40. Employees should embed environmental sustainability into their work, actively contributing to Brent becoming a carbon-neutral borough in 2030.
41. Undertake any other duties commensurate with the general level of responsibility of this post.

<b>DBS Status</b>	Enhanced
<b>Politically Restricted</b> <i>(delete as appropriate)</i>	No

## Person Specification

<p><b>Specify the qualifications essential to the role, experience, skills and abilities required on the basis of the Job Description.</b></p> <p><i>All criteria are essential</i></p>	<p><b>To be identified by:</b>          Application Form(A)          Test/assessment (T)          Interview (I)          (Please indicate all that apply)</p>
<p><b>Qualifications and Professional Membership requirements:</b></p> <p>NVQ Level 3 Diploma in Children and Young people or equivalent.</p>	<p>A</p>
<p><b>Knowledge (please specify all essential criteria):</b></p> <ul style="list-style-type: none"> <li>• Demonstrable strong knowledge of: The Children’s Home (England) Regulations 2015, Quality Care Standards, Looked After Regulations, Children Act 1989, Ofsted regulations, other relevant legislation, and regulatory inspection requirements.</li> <li>• Demonstrable knowledge of budget management.</li> <li>• Substantial knowledge of Children’s Homes Regulations 2015 and Quality Standards.</li> </ul>	<p>A/I</p> <p>A/I</p> <p>A/I</p>

<b>Experience (please specify all essential criteria):</b>	
<ul style="list-style-type: none"> <li>• Worked for at least 2 years in a position relevant to the residential care of young people.</li> </ul>	A/I
<ul style="list-style-type: none"> <li>• Worked for at least one year in a role requiring the supervision and management of staff working in a care role.</li> </ul>	A/I
<ul style="list-style-type: none"> <li>• Experience of successfully responding to Regulatory requirements within the required timeframe and that meets the quality standard.</li> </ul>	A/I
<ul style="list-style-type: none"> <li>• Experience of dealing with confidential &amp; sensitive data.</li> </ul>	A/I
<ul style="list-style-type: none"> <li>• Experience of establishing and maintaining effective relationships with a wide range of individuals and organisations.</li> </ul>	A/I
<ul style="list-style-type: none"> <li>• Experience of different administrative and financial processes and practice.</li> </ul>	A/I
<ul style="list-style-type: none"> <li>• Experience of managing difficult conversations.</li> </ul>	A/I
<ul style="list-style-type: none"> <li>• Experience of managing staff to achieve high performance and effective operational delivery, including developing and improving staff capability.</li> </ul>	A/I
<ul style="list-style-type: none"> <li>• Evidence of successful collaborative working with a range of internal and external agencies and stakeholders.</li> </ul>	A/I
<ul style="list-style-type: none"> <li>• Able to analyse complex data and demonstrate attention to detail.</li> </ul>	A/I
<ul style="list-style-type: none"> <li>• Proven ability to work on initiative and with minimum direct supervision in a busy environment.</li> </ul>	A/I

<p><b>Skills and abilities (please specify all essential criteria):</b></p> <ul style="list-style-type: none"> <li>• The ability to plan, organise, prioritise and manage workload.</li> <li>• Demonstrate good organisational skills and an ability for self - management and motivation, initiative and flexibility.</li> <li>• Excellent stakeholder management skills, ability to multi-task.</li> <li>• Good level of proficiency in Microsoft Office in particular MS Word and Excel with a high level of numeracy and literacy skills.</li> <li>• Good level of proficiency using case management systems such as Mosaic.</li> <li>• Ability to recognise potential and actual abuse (of any kind to a young person) and respond effectively in line with legislation, regulations and Council policy and procedures.</li> <li>• When required, to work as part of the rota to ensure adequate staffing levels are always maintained including weekends and outside of normal working hours.</li> <li>• Ability to work, communicate and influence stakeholders to provide positive outcomes for young people using the service, including establishing links with other agencies and represent the department at outside forums.</li> <li>• Good Communication, written and verbal skills.</li> <li>• The ability to respond positively to changing demands as a result of changing legislation or working practice.</li> <li>• To be customer-focused with excellent negotiation and influencing skills.</li> <li>• Good communication skills, able to grasp technical concepts and have confidence to articulate these clearly to a range of stakeholders in writing and face to face.</li> </ul>	<p>A/I A/I A/I A/I A/I A/I A/I A/I A/I A/I A/I A/I A/I A/I</p>
-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--------------------------------------------------------------------------------------------------------------------

<p><b>List desirable criteria:</b></p> <ul style="list-style-type: none"> <li>• A recognised social work qualification or a professional qualification relevant to working with young people.</li> <li>• Training on Signs of Safety or Systemic Practice or restorative approaches.</li> <li>• Full, valid UK Driving Licence.</li> </ul>	<p>A A/I A</p>
--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	------------------------