

JOB DESCRIPTION

Job Designation/ Service	Assistant Manager – Multi Building Registration
Salary Point and scale	£37,000 - £39,000
Responsible to	Registered Service Manager

To support the Registered Manager in the day-to-day management, monitoring and operation of a Registered Children’s Home with a Multi Building Registration of 4 properties.

Working across all 4 properties within the Multi Building Registration, your role is to support the Registered Service Manager in the day to day monitoring and operation of a Registered Children’s home; ensuring the promotion, improvement and social work standards within the service and in line with and detailed in the Quality Standards and Children’s Homes Regulations of 2015, the Health and Safety at Work Act 1974, the Human Rights Act 2000, the Care Leavers Act 1989 and all Employment Law and relevant regulations and inquiries impacting on professional standards.

The role holder will provide deputisation for the Registered Service Manager, ensuring that each child is accommodated and supported appropriately into the service, in line with the statement of purpose for the homes.

Reporting to the Registered Service Manager, support the effective and efficient management of a team of Senior Residential Support Workers and Residential Support Workers across the service.

The role is to provide guidance, positive role modelling and oversight of debriefs, supervisions and appraisals and ensure that the team can be the best they can be when supporting the children in placement.

They will assist the Registered Service Managers with the management of each of the properties within the Multi Building Registration, ensuring through partnership and collaboration, that our therapeutic practices provide for the needs of each individual child from the start to the end of their placement.

Main Responsibilities and Specific Outcome Area’s:

Under the leadership of the Registered Manager, who maintains accountability and responsibility for the management of the people and teams around the children in placement.

They are responsible for:

- Coaching and mentoring the team around the placement plan objectives defined by the Registered Service Manager.
- Ensuring consistency of teams and care around each child.
- Be the primary contact for the people within the service, ensuring that they are supported,

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engaged, supervised and understand how they can be the best that they can be at work.

- Meeting our employees' hierarchy of needs:
 - Ensuring that they know where they are working, who their colleagues are, how the home functions, how they access what they need, who to go to with queries and questions.
 - Ensuring stability for our people and our children by maintaining consistency in rota planning for each team and child within the Multi Building Registration.
 - Ensuring that the teams work collaboratively through effectively team building and ensuring consistency in approach.
 - Ensure that people are recognised for their contribution and have ownership over tasks and responsibilities, that they know what they are doing, how to do it and when to do it through effectively leading the Senior Residential Support Workers to effectively supervise and support their colleagues.
 - Ensure that our employees are developed, both personally and professionally to allow them to grow, exposing them to different roles and responsibilities.
- Conduct half yearly and yearly reviews with all SRSW's and RSW's (24) on a rolling basis in addition to monthly supervision of all SRSW's (8).
- Ensuring the effective deployment of a rota and signing off timesheets that reflect a robust utilisation of all employees in line with our employment contractual obligations. Manage and monitor human resource costs, staffing structures and rota's, ensuring they meet the children's needs and are in line with allocated budgets. This includes establishing rotas within the home that meet the needs of the children and the care team, production and communication of rotas within appropriate timescales and ensuring a robust rota is in place 2 months in advance and a rolling rota skeleton pattern for at least a rolling 6 months.
- Support the leadership and management of the whole service including supervisions, coaching and guidance where delegated.
- Monitoring health checks and key performance indicators on behalf of the Registered Service Manager and escalating red flags appropriately.
- Ensure that the signs of safety model is embedded and support and coach the care teams to work in line with the processes implemented against this model.
- Working alongside the Registered Service Manager, ensuring that any Reg 44 inspections and Ofsted inspections are facilitated and supported appropriately from a planning and delivery perspective. Demonstrating a clear understanding of the service and all children in placement under the registration.
- Under the leadership of the Registered Service Manager, actively partner and collaborate with peers across the entire organisation to ensure a consistent approach. This includes the attendance at regular formal and informal meetings and check-ins.

- Escalating information that requires external notification and supporting the Registered Service Manager to access all information required to enable adherence to our regulatory and statutory responsibilities.
- Ensure all employees are aware of their responsibilities in relation to adherence of policies, across the service, the organisation and those set out in Children's Legislation and Regulations.
- To present information against a set of quality criteria on a monthly basis as requested by the Registered Service Manager with support from the Central Care Coordinator.
- With the support of a Central Care Coordinator, write, maintain and update risk assessments, Health Plans, programmes of activities and any other development of documentation to meet the objectives through the duration of the young person's placement with the team. Where this is delegated to an SRSW, maintaining accountability and responsibility.
- To work collaboratively with the MDT team and under the leadership and direction of the Registered Service Manager, facilitate an initial/interim and final report after key periods of the children's placements, an interim progress report after seven weeks and a final placement report

after seventeen weeks. Under the guidance of the Registered Service Manager ensure this is in place for all children in placement under the registration of the home.

- In partnership with the MDT, participate, ensuring the coordination and facilitation of a 72-hour planning meeting for each new child coming into placement into the homes.
- Take a lead in ensuring meetings and reviews of children and staff are delivered within required time scales.
- Ensure effective delivery of individual care planning requirements for children.
- Set the bar high in relation to the expectations of our care teams and allow them to be the best they can be at work. Support their learning through appropriate coaching and mentorship and ensure that they feel recognised and rewarded for their contribution to the outcomes of the children in placement.
- Ensure the homes have sufficient and varied information which is accessible to all regarding access to external support that will promote the health and well-being of children in placement.
- Take the lead in ensuring an open culture is created, one in which children feel that they can complain and that they are listened to and where our employees have a voice.
- Ensure that the homes function in such a manner that employees and children understand, recognise and celebrate the diversity of cultures and beliefs within the local and wider community.
- Accurately and effectively ensure the completion of the administration of financial, payroll and staffing related matters in the homes within the prescribed time scales.
- Work in collaboration with Human Resources to manage all employee relations within the home and support the SRSW's in the management of their people, in line with current employment legislation and A Wilderness Way Ltd's policies and procedures. Ensure that employees are supported and valued in line with our culture and values as an organisation.
- Work within the code of confidentiality and ensure that records in the homes are stored and held in a manner which is compliant with regulations.
- Ensuring all care planning is facilitated through the Mentor or Clear Care software application.
- Provide on-call support where appropriate.
- Undertake and participate in any required training programmes which are relevant to the employment of staff working in children services.
- In liaison with Registered Service Manager and within the constraints of the budgets available, ensure that the children receive appropriate rewards and recognition for their progress.
- Promote and actively encourage the professional development of staff. This includes appropriate performance management, supervision, setting of objectives and completion of annual appraisals for the care team.
- Ensure that all administrative requirements of the homes are maintained in such a way that they are compliant with good childcare practice, homes procedures, health and safety guidance and legislation, Company policies and children's regulations.
- Ensure staff are aware of and deliver the support required, to ensure the life chance opportunities of children are met in relation to their social, emotional, educational, physical and cultural needs.

- To maintain established organisational systems and processes and coach employees to understand and be compliant with Safeguarding and Child Protection Regulations.
- Under the guidance and leadership of the Registered Service Manager, ensure a consistent approach to report writing through utilising established formats and supporting the team to complete these to a high standard.
- Promote and actively encourage the delivery of a safe, structured and nurturing environment.
- Safeguard and protect the health and well-being of children.
- Work in partnership with families, local authorities and external agencies.
- Co-operate with the Company in complying with the Health and Safety requirements outlined in Company policies, understand the Fire, Health and Safety Procedures and carry out relevant risk assessments of unsafe practices and conditions that present a safety risk.
- To ensure that the finances are managed within the homes such as petty cash, child's pocket money and allowances, contact budgets, etc.
- To ensure that all contact visits are facilitated and supported and that arrangements are in place for employee travel and accommodation including appropriate risk assessment.
- Ensure appropriate risk assessments are updated and accurate for the child and for the team.

- To assist in the motivation of young people to take an active part in decision making and be involved as much as possible to the design and delivery of the service they receive.
- To ensure every young person is made aware of their rights and that they are encouraged to explore these rights. (UN Convention on the Rights of the Child).
- Be aware of and comply with GDPR legislation in all areas and practices of work and ensure compliance by team members.

The post holder may be reasonably expected to undertake other duties commensurate with the level of responsibility and experience, training that may be allocated from time to time. It is the responsibility of the post holder to comply with Health and Safety and Equal Opportunities requirements at all times.

Other Requirements:

- Provide on call support including evenings and weekends on a rota system.
- Provide support to other services within the organisation when required.
- Full Driving Licence.

General Statement

The above duties and responsibilities do not include or define all tasks that may be required by the post holder. The duties and responsibilities may vary without changing the general character of the duties or the level of responsibility entailed.

Equal Opportunities

A Wilderness Way Ltd supports Equal Opportunities in Employment and opposes all forms of unlawful discrimination on grounds such as colour, race, nationality, ethnic or national origin, sex, marital status, disability, sexual orientation, religion or belief and age. You are expected to comply at all times to the Company's EO Policy and Guide to Equality document.

Area	Criteria	How Assessed*
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Experience	1.1 At least 12 months experience as a Manager, preferably as a Registered Manager of a small home or a Deputy/Assistant Manager of a larger service where you have been responsible for managing a team of care givers and carrying out supervisions in an effective and proactive way.	A, I, D
	1.2 Previous experience of working with children who may present with emotional or behavioural difficulties and the ability to demonstrate that you have been responsible for supporting a team to effectively work through positive behaviour solutions with a positive outcome.	A, I, E
	1.3 At least 12 months supervisory experience, acting as a positive role model to your colleagues and carrying out formal supervisions. In addition, in previous roles, you will have had experience of mentoring more junior colleagues.	A, I, E

	1.4 Experience of working in an environment that requires resilience and patience and the ability to demonstrate where you have had to utilise these skills to work through to a desired goal and support people around you to enhance their own resilience.	A, I, E, T
	1.5 Experience of managing finances and budget control and an appreciation and understanding of the need for commercial and financial acumen in a position of management.	A, I, E
	1.6 Demonstrable experience in working with and on behalf of children, respecting and maintaining their individuality and promoting their positive development with the ability to provide examples where actions that you have taken have benefitted a child in your care.	A, I, E
	1.7 Experience of effectively managing a rota's to ensure consistency around a child and team collaboration.	A, I, D
Knowledge	2.1 Team working and collaboration with the ability to provide examples where work you have done with a team has resulted in improved results.	A, I, E
	2.2 Knowledge of how Residential Children's Home Settings operate and the processes and policies that apply in the sector.	A, I, E
	2.3 Understanding of how to appropriately safeguard children and colleagues.	A, I, E
	2.4 Understanding of how to adapt and change your management and leadership style to support the needs of individual team members.	A, I, E
	2.5 Awareness of factors impacting on, and issues facing, vulnerable children and young people and families.	A, I, E
	2.6 Demonstrable understanding of the Children's Home Regulations and how these translate into day-to-day practice, specifically around the Quality Standards and Leadership and Management Standard.	A, I, D

Education/ Training / Qualifications	3.1 Essential: Level 3 diploma in Children and Young People's Workforce or equivalent. Desirable: Level 5 in Leadership and Development although support will be provided to achieve this qualification.	A, E, C A, D, C
	3.2 Continuous professional development that reflects a commitment to personal and professional growth.	A, I, E
Skills & Abilities	4.1 Ability to work with others in line with our core values and behaviours.	A, I, E
	4.2 Ability to work directly with children in a residential setting and skilled and capable of understanding the independent needs of each child	A, I, E
	4.3 Ability to work with a degree of autonomy in a flexible and creative manner, whilst maintaining adherence to policy and procedure at all times.	A, I, E
	4.4 Commitment to outstanding and aspirational results for children and young people in the looked after system.	A, I, E
	4.5 Excellent verbal communication skills with employees, young people, families, the local community and external organisations	A, I, E
	4.6 Excellent written communication skills, particularly in relation to writing reports	A, I, E, T
Other work-related requirements	5.1 Willingness to ensure that our employees can be the best that they can be at work, help, support, mentor and coach them to achieve a high standard of performance that is reflected in their care of the children in placement.	A, I, E
	5.2 Willingness to undergo a satisfactory enhanced DBS check and to register with the DBS Update Service OR hold a satisfactory enhanced DBS check for the correct workforce <u>plus</u> existing registration for the Update Service	C
	5.3 Ability to understand the needs of people from diverse cultural, social and racial backgrounds.	A, C
	5.4 Full driving licence (preferably without endorsements)	A, C

* A=Application, I= Interview, R=Reference, T=Task, E=Essential, D=Desirable, C=Certificate