

JOB DESCRIPTION

Job Designation/ Service	Assistant Manager
Salary Point and scale	£36,000 - £37,000
Responsible to	Registered Manager

Whilst predominantly focussed on the children and team around the child within the hub home, this role also requires, under the leadership and direction of the Registered Service Manager, a working knowledge of all children and the team within the registered service.

Provide deputisation for the Registered Service Manager in their absence. Ensuring that each child is accommodated appropriately into the services, in line with the statement of purpose for the homes. This will require consideration from a matching perspective for where there are dual accommodated placements.

Reporting to the Registered Service Manager, effectively and efficiently manage a team of between 6-9 residential support workers to support 2 children either in a dual placement or in individual homes.

Provide guidance, positive role modelling and employee support for debriefs, supervisions and ensuring that the team can be the best they can be when supporting the child in placement.

Liaise with Local Authorities and external agencies to ensure that the care planning around the child is appropriate and in line with our regulatory requirements and support the organisation to embed our assessment placements for each child.

Assist the Registered Service Managers with the management of the hub home, 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:

- To take overall responsibility for the team around the child in their home, ensuring that debriefs, handovers and supervision take place and each individual is supported and the team work together to achieve the best outcomes for the child.
- 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 registered service to ensure a consistent approach. This includes the attendance at regular formal and informal meetings and check-ins.

- Manage and monitor human resource costs, staffing structures and rota's, ensuring they meet the child's needs and are in line with allocated budgets. This includes establishing rotas 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.
- Ensuring that the team around the child at any one time has the appropriate skills, experience and capability to support their needs, relevant to their presentation at any point in time.
- 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 staff are aware of their responsibilities in relation to adherence of policies, both in the home, 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.
- To 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
- 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 young person's placement in the hub, an interim progress report after seven weeks and a final placement report after seventeen weeks. In the Registered Service Manager's absence, this applies in relation to all children in placement under the registration of the home.
- In partnership with the MDT, participate, coordinate and facilitate a 72 hour planning meeting for each new child coming into placement into their home.
- 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 home has 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.
- Ensure that the home functions in such a manner that staff and children understand, recognise and celebrate the diversity of cultures and beliefs within the local and wider community.
- Accurately and effectively complete the administration of financial, payroll and staffing related matters in the home within the prescribed time scales.
- Work in collaboration with Human Resources to manage all employee relations within the home, in line with current employment legislation and A Wilderness Way Ltd's policies and procedures.
- Work within the code of confidentiality and ensure that records in the home are stored and held in a manner which is compliant with regulations.
- Effectively ensuring that the Registered Service Manager can access KPI information in a consistent manner and adhering to the processes and policies that are implemented by the Manager to ensure information and insights are readily available.
- Ensuring all care planning is facilitated through the Mentor 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, paying particular regard to residential care and the management role.
- 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 home 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 home 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.
- 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*
Experience	Experience of managing a team of support workers and carrying out supervisions in an effective and proactive way.	A, I
	Previous experience of working with children who may present with emotional or behavioural difficulties.	A, I
	Experience of working in an environment that requires resilience and patience.	A, I
	Experience of managing finances and budget control.	A, I
	Demonstrable experience in working with and on behalf of children, respecting and maintaining their individuality and promoting their positive development.	A, I
Knowledge	Team working and collaboration	A, I
	Residential Children's Home Settings	A, I
	Understanding of how to appropriately safeguard children and colleagues.	A, I
	Understanding of how to adapt and change management and leadership style to support the needs of a team.	A, I
	Awareness of factors impacting on, and issues facing, vulnerable children and young people and families.	A, I
Education/ Training / Qualifications	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 after 12 months in role.	A, C
	Continuous professional development that reflects a commitment to personal and professional growth.	A, I
	Skills & Abilities	Ability to work with others with a mature outlook
	Ability to work directly with children in a residential setting	A, I
	Skilled and capable of understanding the independent needs of each child and adapting styles and approaches appropriately.	A, I
	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
	Commitment to outstanding and aspirational results for children and young people in the looked after system.	A, I
	Other work-related	Ability to support the core values of A Wilderness Way.

requirements	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
	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
	Ability to understand the needs of people from diverse cultural, social and racial backgrounds.	A, C
	Full driving licence (preferably without endorsements)	A, C