

## JOB DESCRIPTION / PERSON SPECIFICATION

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**Job Title:** Deputy Manager – Shaw, Jacinth & Meridian House

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**Reporting to:** Registered Manager

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**Responsible for:** Support Workers & Support Assistants

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**Department:** Jamores Homes

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### PRINCIPAL RESPONSIBILITIES:

- To take overall responsibility for managing 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
  - Under the direction of the Registered Manager, manage Support Workers and Support Assistants within the Shaw House Children Residential service
  - Develop and maintain effective working relationships with partners and commissioners, ensuring that Shaw House is contract compliant and is well thought of within the borough.
  - 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
  - Support the Registered Manager to ensure the Home operates in accordance with legislations, standards and guidance e.g. Children's Home Regulations including quality standards 2015, Children Act 1989, The Children's Homes (Amendment) Regulations 2011, Care Standards Act 2000, Guide to children homes regulation etc
  - To promote the participation of children and young people in the running of the home, including encouraging feedback and views, facilitating residents meetings, responding positively and professionally to complaints, and passing information to the rest of the staff team and partner agencies where appropriate.
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### **OTHER DUTIES:**

#### **1. STAFF MANAGEMENT**

- 1.1 With support from the Manager, provide line management, supervision and appraisal to Support Workers and Support Assistants within the home.
- 1.2 Ensure monthly team meetings are held and staff are informed about the organisation's strategic goals.
- 1.3 Hold day to day responsibility for deployment and management of staffing
- 1.4 Ensure that all staff receive appropriate induction, training and development opportunities. To participate in the training of staff as required.
- 1.5 Under the direction of the Registered Manager, ensure performance management including setting targets, monitoring and taking action to address any performance issues.
- 1.6 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.

#### **2. SERVICE PROVISION**

- 2.1 Work closely with the Registered Manager, Directors and other Managers to deliver the service.
- 2.2 Facilitate and encourage effective resident participation, youth involvement activities and opportunities.
- 2.3 Monitor service provision on a regular basis.
- 2.4 Monitor the Homes' recording & filling system to ensure all clients have an up to date Placement Plan and SMART goals.
- 2.5 Ensure all staff adhere to the Home's policies and procedures
- 2.6 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.
- 2.7 Develop and maintain close links with the local safeguarding children board.
- 2.8 Promote positive relationships with neighbours and local communities.
- 2.9 Provide information and data on service provision as and when required.
- 2.10 Participate in the Jamores Homes' Risk Management out of hours on-call rota.

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### **3. RESOURCE MANAGEMENT**

- 3.1 Assist the Registered Manager in the preparation of the Home's budget and monitor performance against budget.
- 3.2 Ensure effective communication and information systems within the home.
- 3.3 Ensure that all the work carried out by the team meets Health and Safety requirements.
- 3.4 Make full use of IT for appropriate tasks, including the use of the IT system, word processing, spreadsheets, databases, e-mail and the Internet.

### **4. CLIENT WORK**

- 4.1 Ensure that a comprehensive placement/support plan based service is provided to clients in line with Jamores Homes' policies, procedures and approach.
- 4.2 Ensure that where necessary, staff make referrals to specialist agencies, such as primary health care, social inclusion/employment services and mental health services.
- 4.3 Ensure that staff set up and maintain client's files and ensure that appropriate records are kept of support care and provided to clients.
- 4.4 Liaise effectively with partner agencies and stakeholders to ensure referrals and assessment issues are dealt with within the time objectives of the Home.
- 4.5 Develop, with staff and clients, a wide range of activities, work experience and training opportunities designed to provide young people with additional life skills.

### **5. GENERAL**

- 5.1 Ensure that the Jamores Homes' Equality & Diversity policy is promoted at all times in the conduct of the Home's business.
- 5.2 Ensure that the team complies with the Organisation's Standing Orders and Financial regulations.
- 5.3 Adhere to Jamores Homes' confidentiality and safeguarding policies.
- 5.4 Ensure that your own work and that of the team works within and contributes to the Homes', departmental and corporate plans.
- 5.5 Any other duties within the general scope of the post as directed by the Registered Manager, Head of Care & Support or Directors.

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.

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### Deputy Manager Person Specification

Category	Requirements	Essential/ Preferred
<b>Qualification</b>	Level 5 Diploma in Leadership for Health & Social Care and Children & Young People's Services or A recognised social work qualification or a professional qualification relevant to working with children at least at level 4 or NVQ Level 4 in Health & Social Care or willingness to undertake training within 6 months of commencement of employment	E
<b>Experience</b>	At least two years experience relevant to residential care within the last five years.	E
	At least one year of experience supervising and managing professional staff.	E
	Staff Management. Use of appropriate leadership styles to resolve conflict, solve problems, elicit performance and motivate, support and direct staff.	E
	Experience of managing children & YP accommodation services.	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
<b>Knowledge</b>	Experience of fostering and maintaining relationships, internally and externally.	E
	Experience of promoting customer choice and diversity.	E
	Sound knowledge and understanding of the issues affecting this client group	P
	Sound knowledge and understanding of Children's Home Regulations 2001, Children Homes regulation including quality standards 2015, The Children's Homes (Amendment) Regulations 2011, Care Standards Act 2000, Guide to children homes regulation, Ofsted and related legislation, policies and procedures.	E
<b>Skills and Ability</b>	Experience and knowledge of quality and performance management techniques	E
	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
	Good IT skills, including word, excel, email and the internet.	E

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<b>Other:</b>	Assesses risk and makes decisions accordingly	E
	Good organisation skills and ability to prioritise workload and team tasks.	E
	Willing to work in the evenings and at weekends as required.	E