

## JOB DESCRIPTION

Job Description for	Deputy Manager
Reporting to	Registered Manager
Location	Various
Date	March 2020

### General Information

Salutem Healthcare are committed to ensuring that the individuals who use our services receive great enabling support from a team of highly trained and engaged staff in environments that are homely and comfortable. We are innovative, solution focused and committed to doing the best we possibly can. Our services are different, are the best and embodies our core values, which are

- We are **Supportive** by promoting opportunities for everyone so they can reach their full potential
- We are very **Ambitious** to provide the best possible outcomes for the people who use our services
- We are **Loyal** because we put the people that we support and our staff at the centre of everything we do and we deliver on our promises. We also are committed to ensuring that our services are meeting the needs of all stakeholders
- We are **Unique** because we are ambitious and innovative about the diversity of the services that we provide without compromising quality
- We are **Transparent** by being open, honest and fostering a culture of mutual respect. We promote a culture where we learn by our experiences and we are committed to doing things better and setting the highest standards in what we do
- We are **Engaging** because we work in partnership with the people that we support, our staff and all our stakeholders
- We encourage everyone to experience a **Meaningful** life by being aspirational and by offering opportunities

### Job Scope

The role of a Deputy Manager is a pivotal role. One that is at the forefront of delivering great enabling care and support to vulnerable people. Everyday will be different, and there will be challenges but the role will be rewarding.

We want to be the best, and this role is key in achieving this!

### **Key Responsibilities**

- Assist and support the Registered Manager in all aspects of the residential care of the Ofsted registered home, to provide a high quality service which meets the individual needs of the children and young people and to help create and maintain a non-institutionalised, child centred safe community home for extremely vulnerable children with Social, Emotional and Behaviour difficulties.
- To provide support so that the young people are enabled to grow in all areas of their lives, to work towards emotional stability and to develop to their full potential.
- Support and supervise the staff team enabling them to carry out their duties to the best of their abilities
- Ensure that all aspects of the service provided meets the quality standards and complies with the Children's Homes Regulations
- Guide children/young people throughout their placement and in transitions to and from the residential care environment holistically and in line with the quality standards
- Ensure the home is maintaining compliance to the standards and philosophy of care as outlined in the statement of purpose
- Assist and deputise for the home manager in all aspects of residential care at the home
- Take on on-call duties outside of working hours in support of the home dealing with situations in line with children's homes regulations and company procedures
- Support staff on a day to day basis promoting good practice and responding to concerns or first line complaints.
- Take part in the assessment process of potential new admissions to the home.
- Oversee record keeping and take part in the regular auditing of the children and young people's records, responding to any issues requiring further action, including those identified at reviews.
- Manage and provide supervision for designated support workers and night waking support workers
- Deal directly with staff discipline and grievances
- Develop and support staff with personal development plans encouraging staff to increase skills, knowledge and experience
- Communicate consistently between parents and the home, making sure they are informed of all relevant information relating to their child
- Ensure consistent communication between interested agencies/funding authorities and the home, making sure that associated professionals are informed of all relevant information
- Be involved in the recruitment, interviewing and induction of staff alongside the manager

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- Ensure that Health and Safety regulations are met and that fire regulations, risk assessments and individual plans including behaviour management are adhered to at all times
- Make sure the environment and building are clean, tidy, hygienic and presentable, ensuring any faults or remedial maintenance issues are dealt with effectively
- Attend and participate in regular staff meetings, and chair meetings in the absence of the home manager
- Take part in regular supervisions with the home manager
- Monitor and revise young people's care and placement plans ensuring the identified needs of the young people are being met
- Attend and contribute to children and young people's reviews when required
- Organise and take part in activities with the young people ensuring their preferences are accommodated where appropriate
- Manage and record children's meetings within the home
- Ensure that all matters requiring confidentiality are adhered to
- Be certain of the safety of the child/young people at all times
- Prepare a fair rota for staff deployed hours covering the contractual and care needs of each child/young person, ensuring the home has adequate staff cover. Working to the set staffing hours' budget and ensuring all records of staff deployed hours are maintained accurately
- Take responsibility for ensuring all training classed as mandatory to be up to date and to undertake any training identified as necessary in order to carry out the role effectively
- Liaise and professionally deal with Ofsted and other regulatory bodies inspecting the home.
- Carry out all duties in accordance with Salutem's procedures and practice.
- Fulfil duties reasonably considered by management as necessary for the safe and successful running of the home.
- To oversee all duties carried out by the Registered Manager, in the Registered Managers absence.
- To be familiar with the background, care plan and daily progress of all young people in the home and to help implement their individual care plans.
- To play an active role in the lives of all young people and to fulfil their emotional needs: to feel seen, heard, safe, respected, valued, supported, empathised with and cared for.
- To be aware of the need to maintain a protective environment for the young people who have suffered abuse from adults and to develop ways in which they are able to trust adults.
- To be able to acknowledge the abuse the young people have suffered and to be able to see the young person beyond their presenting behaviour.
- To promote young people's rights, individuality and choice.
- To build positive and appropriate working relationships with the young people, ensuring adherence to boundaries and consistency of care practice.
- To support the Manager with overseeing that all paperwork is recorded factually, and accurately.
- To support the Registered Manager in ensuring all Incident reports are completed correctly, and complete audits of these reports.

- To ensure effective budgetary and petty cash systems are operated by all with designated authority, to support the effective financial management of the service. Ensure temporary cover is utilised effectively and resourced to meet operational demands and safe working ratios, without compromising standards
- To promote the vision and values of the company to provide services with a clear sense of purpose and agreed way of working.
- To establish clarity about how staff, need to be led and managed to support an environment where staff's health and wellbeing is considered, staff feel motivated and engaged contributing to the achievement of the company's and service's objectives.
- Provide support, guidance and direction to the senior team to enable them to perform their roles effectively. Act as a mentor to support their development as a first line manager.

### Other Consideration

This is not an exhaustive list of duties, and not fully encompassing of the role. You may be required to complete other duties, as deemed appropriate by the organization

### Knowledge, Skills and Experience

Area	Essential	Desirable	Evidence
Professional Qualifications	Level 3 Diploma in Residential Childcare or equivalent	Recognised Social Work qualification or a professional qualification relevant to working with children at least at level 4.  Management qualification – Level 4 or equivalent	Application form Certificates
Knowledge	Some knowledge of childcare and child development developed through working directly with young people. Some understanding of current childcare Legislation.	Behaviour Management.  Emotional and behavioural difficulties; Child Sexual	Application form Interview

	An awareness of and commitment to working in a non-discriminatory manner and supporting differing cultural, religious and racial needs.	Exploitation and mental health.	
Skills	<p>A genuine interest in working with young people and willing to make a commitment to the job.</p> <p>Able to engage appropriately with young people and develop rapport.</p> <p>Able to recognise conflict and challenging behaviours and situations with young people.</p> <p>Able to effectively use a range of strategies in dealing with confrontational or challenging behaviour from young people including de-escalating and approved hold techniques.</p> <p>Able to engage in a variety of activities (including physical activities) to develop and sustain appropriate relationships with young people.</p> <p>Ability to manage personal and professional boundaries maintaining appropriate relationships with staff and young people.</p> <p>Good communication skills (written and verbal). The position involves being able to write logs, reports, daily records etc.</p>	<p>Risk assessment</p> <p>Dealing with referrals and carrying out assessments.</p> <p>Experience of working within a sexual trauma service</p> <p>Have business and management skills to manage the work efficiently and effectively</p> <p>Have financial expertise to ensure the home is run on a sound financial basis including the long term financial viability of the home</p> <p>Competent in using a range of Microsoft packages to be able to perform in the role on a daily basis and to communicate electronically</p>	Application form Interview

	<p>Able to use the computer and Microsoft packages to produce correspondence, reports and undertake e-learning.</p> <p>Able to form and sustain positive and professional working relationships.</p> <p>Able to take direction and work effectively and cooperatively as a member of the team.</p> <p>Able to use initiative and work autonomously within the boundaries of the role</p> <p>Able to organise and prioritise own work.</p> <p>Ability to cope with the pressures of a residential care setting.</p> <p>Able to demonstrate consistency of approach in dealing with a range of young people.</p> <p>Able to handle own emotions and feelings, and support young people to trust adults</p> <p>Ability to understand the differing dynamics and distinguish between the differing needs of the individual and the group</p> <p>Able and willing to undertake all tasks associated with parenting a young person.</p> <p>Able to demonstrate good parenting skills.</p>		
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	Commitment to personally undertake further training and development. Able to meet the requirement of the Shift pattern.		
Experience	Experience of working with young people either paid or voluntary.	Experience of working with young people in a residential care setting. Experience of working with young people with emotional & behavioural difficulties, and whom are at risk of Child sexual exploitation, Self-harm and Sexual trauma.	Application form Interview
Personal Qualities	Committed to anti-discriminatory practice and anti-oppressive approach and able to translate this attitude into practice		Application form Interview
Other	Hold a current full manual driving licence and prepared to drive as part of the work	Keen to develop personal skills and knowledge	Application form Interview