

Job Description Deputy Residential Manager

Service:	Children's Residential Services	Team:	Children's Residential
Location:	Lancashire – countywide		
Salary range:	£39,513 - £44,711	Grade:	9
Reports to:	Registered Manager	Staff responsible for:	4 – 8

Job Purpose

The Deputy Manager plays a crucial role in ensuring the smooth functioning of our children's homes. As the deputy, the role involves close collaboration with the Home Manager to create a nurturing and supportive environment for the children in our care.

The responsibilities encompass both administrative/managerial tasks and direct interaction with young people, monitoring individual care plans, health needs, and educational progress.

The Deputy Manager works closely with external agencies, and other professionals involved in the children's lives, and is expected to attend reviews, and meetings as required.

It is essential that the Deputy Manager works as part of a wider management team across Children's Residential Services, taking the lead on key projects, initiatives, and contributing to the training needs of the workforce.

Children, young people and their families are safe, healthy and achieve their full potential

To deliver this vision we have agreed some key outcomes:

Five Outcomes

1. Vulnerable children and young people are safe from harm and build resilience.
2. Children and young people achieve their full potential in education, learning and future employment.
3. Children and young people enjoy healthy lifestyles and know how to help others.
4. Children, young people and families have a voice in shaping the support they receive.
5. Children and young people live in Lancashire where they can enjoy a good quality of life, be happy and want to stay.

Accountabilities/Responsibilities

Vision, Strategy and Performance

Responsible for:-

1. Ensuring the day to day delivery and effective management, administration, and implementation of the home in accordance with the Children's Homes Regulations and Quality Standards 2015
2. Delivering, and support staff teams to deliver, quality care and support for our children in line with the Service Plan

3. Creating a culture with the home in line with the values and ethos of the Children's Residential service and wider Lancashire County Council
4. Upholding the local authorities' responsibilities under the Care Standards Act 2000 and to ensure that the home operates in accordance with all legislation relevant to a children's home.
5. Running the home in accordance with the Statement of Purpose to create a warm and stimulating environment that meets the assessed needs of young people
6. Developing and embedding a performance culture that delivers results through rigorous challenge, disciplined delivery, and continual improvement.
7. Maintaining effective systems for monitoring, reviewing, and evaluating staff and own performance against the Service objectives. Take appropriate corrective action as necessary.
8. Supporting the Registered Manager and Responsible Individual in the preparation of proposals for the strategic direction of the service function which supports the Council's overall future direction.
9. Being fully conversant with national, regional, and local influences, legislation, council procedures etc.
10. Providing leadership and direction to staff; setting out the service goals; conveying how they support the fundamental purpose of the Service and energise staff towards their achievement incorporating the Council's values and behaviours.
11. Ensuring that relevant and best professional advice, guidance, and information is available in an intelligible and timely fashion to appropriate senior officers as required.
12. Sustaining and improving the overall reputation of the Council and acting in the best interests of Lancashire County Council through effective representations locally, regionally and/or nationally.

Effective Processes

Responsible for:-

1. Supporting the development of the processes, practices, and systems in respect of the Service function,
2. Contributing to and ensuring that processes, practices, and systems are current, of a high standard, conform to best practice, comply with legislation and/or meet the needs of the Council within that service area.
3. Reviewing, evaluating, and recommending the necessary action to amend service processes, practices and systems that lead to improved service delivery.
4. Establishing mechanisms for the collection of a range of information and/or data on the service function and its performance.
5. Writing reports, and making presentations when required for a wide audience, such as Network Managers meetings and Senior Management Team meetings
6. Ensuring that effective arrangements are in place to secure the well-being and the health & safety of all employees and people delivering services for the Council.

Organisation Learning, Growth and Sustainability

Responsible for:-

1. Ensuring that all staff in the home are kept abreast of changes within the Organisation
2. To fully support the role of Change Influencers within the Service
3. To ensure that the training and learning needs of the staff within the home are met, and gaps identified
4. Provide positive leadership, acting with openness, honesty, and integrity, and instilling a clear sense of direction, priority and pace.
5. Leading staff in an inclusive way to deliver the Service plan objectives
6. Ensuring workforce capacity and capability and creating opportunity for development activities to maintain the professionally safe delivery of care and support to our young people.

Service Delivery

Responsible for:-

1. Taking a key and leading role in managing the inspections of Residential children's homes.
2. Contributing towards Care Planning, delivering Care Plans, and safeguarding for Young People.
3. Supporting the modernisation and continuous change and improvement programme.
4. The leadership and management of the children's home under a delegation of responsibility from the registered home manager.
5. Supporting effective quality assurance and performance management mechanisms throughout the children's home and the wider residential service to ensure compliance with national and local standards and targets.
6. Ensuring that the voices of children and young people are heard.
7. Ensuring that the safeguarding of children and young people is of paramount importance.
8. The day to day financial management of the children's home and ensuring systems and practice adheres to corporate financial responsibilities
9. Coordination of keyworking in a residential and other related children and young people's settings
10. Producing and maintaining records on various digital platforms
11. Undertaking relevant training underpinned by the service ideology and assisting in meeting the training needs of other staff and volunteers, as required.
12. Leading staff meetings setting the priorities and agenda
13. Visiting parental/carers homes, schools, colleges or other settings as required.
14. Facilitating meetings which allow young people to have a say in the running of their home.

Management of staff

Responsible for:-

1. Managing, leading and mentoring staff members
2. Monitoring the team's performance with reference to local and key performance indicators for Children's Residential.
3. Authorising risk assessments, reports and children's residential care plans and taking responsibility for ensuring these plans are implemented in accordance with statutory and Council requirements.
4. Ensuring regular, good quality supervision is in place for staff
5. Ensuring that de-brief sessions are held with regular agency and casual staff
6. Supporting the Registered Manager with relevant HR related tasks

Partnership and Collaborative Working

Responsible for:-

1. Engagement with children, young people, and families to ensure that their requirements are at the heart of the design and delivery of services in accordance with the Council's customer service strategy. Giving prompt attention to any complaints/concerns raised about the services/decision making of the team.
2. Building and promoting successful partnership working across agencies and with children and young people and their families. Ensuring that the needs of all stakeholders in Lancashire are met by modelling behaviour, which fosters equality of opportunity in service provision and employment.
3. Using internal/external relationships to get feedback on effectiveness of services delivered, continuously re-evaluate these services and make recommendations for, or take action to, make appropriate changes.

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post-holder. This is not an exhaustive list of all tasks that may fall to the post-holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

- **Equal Opportunities**

We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.

- **Health and safety**

All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must help us to apply our general statement of health and safety policy.

- **Customer Focused**

We put our customers' needs and expectations at the heart of all that we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, appropriate services at all times.

Our Values

We expect all our employees to demonstrate and promote our values:

- **Supportive**
We are supportive of our customers and colleagues, recognising their contributions and making the best of their strengths to enable our communities to flourish.
- **Innovative**
We deliver the best services we possibly can, always looking for creative ways to do things better, putting the customer at the heart of our thinking, and being ambitious and focused on how we can deliver the best services now and in the future.
- **Respectful**
We treat colleagues, customers and partners with respect, listening to their views, empathising and valuing their diverse needs and perspectives, to be fair, open and honest in all that we do.
- **Collaborative**
We listen to, engage with, learn from and work with colleagues, partners and customers to help achieve the best outcomes for everyone.

Person Specification

Deputy Residential Manager Grade 9

All the following requirements are essential unless otherwise indicated by *

Your ability to meet the job requirements will initially be assessed by the information provided on your application but further assessment will be undertaken at interview and, in some cases, by using other types of assessment(s).

Qualifications
<ul style="list-style-type: none"> • QCF4 or NVQ3/4 L&D Award or equivalent • Relevant training around key issues that affect our children (e.g. Prevent, Safeguarding, ASD, CSE, Food Hygiene, Medication etc)
Experience
<ul style="list-style-type: none"> • 3 years' experience of working within Residential Children and Young People's Services or equivalent • Coaching and Mentoring • Experience of Care Planning • Experience of working with external agencies • Setting priorities and allocating tasks • Partnership working with other statutory and voluntary agencies
Essential knowledge, skills & abilities
<ul style="list-style-type: none"> • Ability in both verbal and written communication • Sound knowledge of children's legislation, practice, and procedures • Ability to motivate and lead staff teams • Understanding of the authorities' strategic policies and procedures • Knowledge of the requirements of the performance management agenda and how to achieve them • Analytical skills and problem-solving capabilities • Ability to build and maintain effective relationships and networks • Ability to work to deadlines and within given parameters in evidencing targets set • Understanding and use of IT systems • Team Teach trained with a willingness to support the delivery of Team Teach across the wider Children's Residential Service
Other essential requirements
<ul style="list-style-type: none"> • Commitment to equality and diversity.

- Commitment to health and safety.
- Display the LCC values and behaviours at all times and actively promote them in others.
- DBS clearance will be required

This is an essential car user post

You will be required to provide a car for use in connection with the duties of this post and must be insured for business use. In certain circumstances, consideration may be given to applicants who, as a consequence of a disability, are unable to drive

Requirements	Essential (E) or Desirable (D)	Identified by Application Form (A) or Interview (I)
Qualifications:		
Professional and/or academic level qualification or equivalent or substantial vocational experience in a relevant technical, scientific, specialised, or operational field (QCF4 or NVQ3/4 L&D Award or equivalent)	E	A
Social Work Degree, CQSW, CSS, Dip SW	D	A
Management Qualification or management training	D	A/I
Experience:		
Minimum of 3 years experience in children's social care services.	E	A, I
A demonstrative record of delivering high quality services, advice and guidance	E	A, I
Evidence of successful integrated working with colleagues across the service and agencies to promote the children and young people's best interests	E	A, I
Demonstrable commitment to diversity issues in both service provision and employment practices and evidenced achievement of positive outcomes	E	A, I
Experience of working successfully at a supervisory/managerial level to develop a high performing social work team	D	A, I

Engaging, advising, guiding and directing team members within the area of responsibility	E	A, I
Experience of inspiring and motivating teams to drive services forward, achieving high quality delivery and improved services	E	A, I
Ensuring delivering against agreed service plans and managing services in line with agreed budgets, targets and plans	E	A, I
Innovative and creative management of services within a diverse, changing and challenging financial environment	E	A, I
Risk management in complex cases/issues within a statutory child care setting.	D	A, I
Knowledge and Skills:		
Children Acts 1989 and 2004, Adoption and Children Act 2002, Leaving Care Act 2000, Children and Young Person's Act 2008, Care Standards Act 2000, Children's Home Regulations and Standards 2015	E	A, I
Ability to develop, motivate and challenge services/teams in a changing environment	E	A, I
Ability to quickly build credibility with managers, team members and stakeholders	E	A, I
Ability to contribute to the delivery of high quality services within challenging targets and budgets	E	A, I
Ability to support strategy, new initiatives and new ways of working, in line with statutory/legislative/corporate changes	E	A, I
Other (including special requirements)		
1. Commitment to equality and diversity	E	I
2. Commitment to health and safety	E	I
3. Display the LCC values and behaviours at all times and actively promote them in others	E	I
4. This is an essential car user post. You will be required to provide a car for use in connection with the duties of this post and must be insured for business use. In certain circumstances, consideration may be given to applicants who as a consequence of a disability are unable to drive.	E	I

