

Role Profile

Part A - Grade & Structure Information

Job Family Code	9PCS	Role Title	Deputy Manager
Grade	PS9	Reports to (role title)	Registered Manager
		Directorate / School	Children, Learning and Education
		Service / Department	Cooperate Parenting
JE Band	314-370	Date Role Profile was created	01/09/2020

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	<p>Under the direction of the Registered Manager, to be responsible for the day to day leadership of a Registered Children's Home and any linked services, ensuring the service provided is effective at promoting and safeguarding the welfare of young people and delivers positive outcomes for them:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Contributing to effective assessment, risk management and strengths-based care planning arrangements for the children and young people supported by the children's home, including those who may be supported on an outreach basis. This may involve developing creative responses and packages of care for young people accessing the service. <input type="checkbox"/> Support staff to establish rapport and respectful, trusting relationships with children, young people, their families and carers <input type="checkbox"/> Maintain productive relationships with peers, stakeholders and partners, including education and health providers, and promote and maximise partnership working and resources to improve outcomes for children and young people <input type="checkbox"/> Ensure adherence to quality assurance processes, including case audits, and that stakeholder feedback (including children and young people and their families) is sought and acted on <input type="checkbox"/> Provide effective professional and practice supervision and hold Career conversations with staff, including day to day supervision of the team (which may include professionals from other disciplines or seconded from other organisations) <input type="checkbox"/> Ensure that team members understand their contribution to improving practice and outcomes for children and young people <input type="checkbox"/> Contribute to ensuring that the accommodation is safe, suitable and fit for purpose and meets the needs of young people with complex needs <p>To deputise for the Registered Manager including ensuring that the Children's Home meets the requirements in respect of Regulations, Quality Standards, policies and procedures.</p>
Work Context	<p>Deputy Managers, with the Registered Manager, form the management team responsible for ensuring the highest standards of care in a Children's Homes so that positive outcomes for young people are achieved. The role combines providing challenge, scrutiny, and role -modelling to team members managing often complex or challenging situations. Deputy Managers contribute to ensuring that the home functions in accordance with the Care Standards Act 2000, the Quality Standards and the Children's Homes Regulations 2015. They ensure service policies, procedures and practices are implemented in day to day activity. This includes participating in Regulation 44 visits, and Regulation 45 reviews, Ofsted inspections and other activity to ensure quality in the service.</p> <p>Deputy Managers work closely with young people and their families, social workers, partners (such as foster carers, schools, including the Virtual School, SEND services, Independent Reviewing Officers, health services, police, voluntary organisations) to meet the needs of young people and to provide positive day to day care. They will work with the Registered Manager, and other Deputy Managers as a management team to embed operational standards and ensure high quality care.</p> <p>They will ensure that there is appropriate staff and management cover available to fulfil the home's function and responsibilities.</p>
Line management responsibility if applicable	Part of a management team with oversight of up to 25 staff with 6-8 direct reports
Budget responsibility if applicable	No direct budgetary responsibilities but responsible for coordinating team resources and authorisation of spend on young people and operational issues relating to the home.
Representative Accountabilities Typical accountabilities in roles at this level in this job family	<p>Risk Management</p> <ul style="list-style-type: none"> • Identify opportunities and risks associated with the service and escalate / report to management. • Investigate concerns, complaints and safeguarding issues to promote satisfactory and positive outcomes and protect vulnerable members of society. <p>Service Development</p> <ul style="list-style-type: none"> • Contribute towards developing professional policy, standards and procedure and / or developing and implementing team plans and monitoring and reviewing of services to enhance quality of service. <p>Planning & Organising</p> <ul style="list-style-type: none"> • Undertake care planning and manage complex cases and / or take a lead on development and project work, assisting in development and improvement of services and practice in own area. • Contribute to service plans and plan staff resources to maintain operational delivery of services. <p>Finance/Resource Management</p> <ul style="list-style-type: none"> • Assist with budget/resource/funding management in accordance with the organisation policies and procedures. <p>Work with others</p> <ul style="list-style-type: none"> • Liaise, communicate and build relationships with other internal departments, partner organisations, agencies and/or contractors on operational issues to share knowledge or best practice and ensure quality, integrated service delivery. • Work in partnership with service users, their families/carers. <p>People Management</p> <ul style="list-style-type: none"> • Line manage and/or supervise, guide, advise and mentor less experienced or non-professionally qualified staff on casework and provision of care services, making sure that staff act in accordance with procedures and good practice. Assist in the development of staff and in the timely provision of services. <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation. Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity. Health, Safety & Welfare: Responsible for ensuring health and safety policies, procedures and legislation are implemented, communicated and managed including making sure that health and safety responsibilities are fully understood and carried out by employees within their service area.</p>
Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	<ul style="list-style-type: none"> • Relevant professional qualification and relevant registration where required and experience, or considerable experience of working within the service area. • High level working knowledge of relevant legislation, procedural frameworks and practice standards in a specialised area of practice. • Able to assess, plan and review appropriate support. • Numerate and able to advise on effective use of budgets and resources. • Competent in a range of IT tools including MS Office and database management systems. • Proven written and oral communication and interpersonal skills with good negotiation and influencing skills, and the ability to maintain effective working relationships at all levels. • High level problem solving skills with the capacity to devise and implement innovative solutions. • Able to lead team working, and use supervision to improve personal performance and practice of junior staff. • Understanding of the principles of confidentiality and information governance and how these apply to social care. • Ability to communicate with compassion and authority in challenging situations and with resistant individuals, be able to effectively engage with people in complex situations both short-term and building relationships over time. • Satisfactory DBS clearance might be required.
Details of the specific qualifications and/or experience if required for the role in line with the above description	<ul style="list-style-type: none"> <input type="checkbox"/> A Level 3 Diploma in Residential Childcare, or equivalent qualification is essential (or if not held the postholder must obtain the relevant qualification within 2 years of their appointment). <input type="checkbox"/> It is desirable that the Level 5 Diploma in Leadership and Management for Residential Childcare is held; the postholder must be willing and able to complete this within an agreed timescale when this is offered if it is not already held. <input type="checkbox"/> Registered with Social Work England or in process of registration, if social work qualified. <input type="checkbox"/> In depth knowledge of delivering statutory childcare services; and at least 2 years' experience in the last five years relevant to the residential care of children <input type="checkbox"/> At least one year's experience in supervising staff in a care role, including supervision and performance appraisals. <input type="checkbox"/> Willingness and ability to travel across the county, and to participate in shift patterns including sleep-in duties and the On-Call management support for staff working outside normal office hours./ <input type="checkbox"/> Enhanced DBS clearance
Role Summary	<p>Roles at this level may manage a small team delivering specific front line services and/or will be an experienced professional assessing and managing a complex caseload supporting consistency and standards of practice, in a defined service or geographical area. They will require a professional qualification and experience or extensive practical experience. They usually work with a range of agencies and extended services in various settings, to provide advice and guidance to support the service user group. They will plan and ensure progress within established procedures and policy, and respond effectively to changing priorities and different situations. Forward planning could be for months ahead although the role will contribute to longer-term development. They will work largely autonomously with access to guidance from more experienced professionals.</p>
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