

Job Description – Assistant Residential Manager

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| Location: | Residential House |
| Line managed by: | Residential Manager |
| Salary Scale: | £34,200 |
| Hours of Work: | 40 hours per week |

Job Purpose

The Assistant Residential Manager will support the Residential Managers in the efficient running of the residential home. You will largely be responsible for assisting the Residential Manager in the efficient operational management of the house as well as providing excellent care to the children and young people.

The Assistant Manager will have responsibility for managing a team of staff therefore, you must be experienced in motivating and providing support to colleagues when necessary. As part of an ongoing professional development, you would also be required to highlight training needs, organising and oversee the completion of training plans, supervision, rota management and have an excellent understanding of national care standards. The Assistant Manager will have the ability to set, monitor and meet key performance indicators, which are also an essential part of this role. You must have significant experience and be confident of providing exceptional care and support to enhance the residential experiences of vulnerable young people. A relevant qualification to meet the requirement of Reg 29 and 34 of the Children's home regulations (2015). You will be able to demonstrate a sound value base and have a relevant qualification such as QCF 3 (or equivalent) and/or a QCF 5, working towards to a commitment to work towards and complete within the specified timeframe.

The Assistant Manager will be directly accountable to the Manager, to support the role of the Manager and deputise in their absence, taking responsibility for the management of the service, including the staff team, practice, budget, resources and the welfare of children and young people. The Assistant Manager will participate in an on call rota to ensure effective management across services on a 24/7 basis. Share responsibility for ensuring that all practices are developed and performed within the organizational policies and procedures and the legislative framework pertaining to children and young people. Safeguarding children and vulnerable people is a priority for all employees.

Spark of Genius North East provides a home for children not a children's home. Our primary aim is to create an environment of constant warmth, predictability and responsiveness to need, with the opportunity for children to experience new models of

adult/child and peer group relationships. It is our belief that, in these new relationships, children can experience conflict with positive rather than negative resolutions.

However, the nature of residential work is varied and in many instances unpredictable. All Managers are therefore expected to work in a flexible way and tasks that have not been covered in the job description have to be undertaken.

Main duties will include assisting the Manager with devising and monitoring of systems to ensure that the staff team carries out all duties and responsibilities as prescribed within their job descriptions, relevant occupational standards, National Minimum Standards and policies and procedures. As part of an ongoing professional development, you would also be required to highlight training needs, organising and oversee the completion of training plans, supervision and rota management. There may be occasions when the Assistant Manager will be expected to work flexibly to include weekends, evenings. A number of hours will be spent attending meetings, staff meetings, supervision, annual appraisals, training, and young people's reviews.

Whilst the Manager guides the work of the Assistant Manager there is an expectation that the post holder is able to deputise in the Manager's absence. At all times the Assistant Manager is expected to conduct themselves professionally and adhere to Spark of Genius Policies and Procedures, and that to achieve this they will successfully complete induction and ongoing training.

Key Duties and Responsibilities

- To support the development of a style of leadership and organisational culture to ensure open and participatory management and practice, promoting the wellbeing of individuals and a positive image of residential care
- Participate to establish an enabling culture, and effectively manage a provision, which enables children and young people to achieve optimal outcomes in a safe and secure environment.
- Implement practices, which foster positive working relationships productive networks with all stakeholders and local communities.
- To actively assist with the selection, recruitment and retention of staff to ensure a safe, nurturing and positive environment.
- Ensure all staff are aware of their responsibilities in relation to adherence of policies, both in the house, the organisation and those set out in the regulation of care standards.
- Ensure staff team are supported and supervised on a 24/7 basis which should include observation of practice across shifts.
- Ensure the house is ready at all times, gaining and retaining good/excellent grades across the board as identified during internal inspection procedures, external inspection procedures (e.g. Ofsted) and other governing bodies.
- To maintain a sound knowledge of current Legislation and Guidelines including Children's Act 1989 Volume 5, Children's Homes Regulations 2015 and Guidance, incorporating into practice and ensure your staff team are working in line with.
- To register for QCF 5 (of not already attained) within the first six months of employment and complete relevant qualification within a further 12 (twelve) months.
- To work towards completing TCI/Team Teach/Calms programme within 3 months of employment.

- Have responsibility for development and motivation of teams, individuals and self to enhance performance, whilst ensuring all staff are fully aware of their role.
- Contribute to the management and monitoring of budgets to achieve efficient and effective use of resources and delivery of a high quality service.
- Contribute to the strategic direction and development of the service, consulting and working with others to produce proposals and plans as required.
- Taking due regard of legislation regulation and organisational policies, develop, implement and monitor systems which ensure standards are achieved to maximise a high quality of care in an environment that affords protection and appropriate control.
- To undertake such other tasks deemed appropriate to the post and the remit and development of the service.

Other Requirements:

- You must co-operate with the company in complying with the Health and Safety requirements and are therefore expected to follow Company policies, to acquaint yourself with the Fire, Health and Safety Procedures at your place of work and report any unsafe practices and conditions
- The post holder may, be reasonably expected, to undertake other duties commensurate with the level of responsibility that may be allocated from time to time.
- Comply with Equal Opportunities requirements at all times.
- Any other reasonable management instruction

The above job description forms part of your main terms and conditions of employment.

The Company reserves the right to vary duties and responsibilities at anytime within legal notification frameworks, however, not outside what is considered reasonable to the original post.

Person Specification – Assistant Manager

| | Essential Criteria | Desirable Criteria | Method of Assessment |
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| Education and Qualifications | <p>Educated to OFQUAL Standard. (Can be evidenced in other professional training) or ability to demonstrate competency at this level.</p> <p>QCF 3 in Children and young people’s workforce (children’s social care pathway) or equivalent.</p> <p>Commitment to register / attained QCF 5 within 12 months of employment.</p> <p>Commitment to start Ofsted Induction standards and complete within 24 weeks of employment.</p> <p>Commitment to work towards TCI/Team Teach/Calms completion within 3 months</p> | <p>Management (RMA, CCSM) or working towards these.</p> <p>Relevant QCF 5 in Leadership for Health and Social Care – Children and Young People’s Service (Children’s and Young people’s advanced pathway) or equivalent or working towards (if not achieved must be started within 6 months of employment).</p> | <p>Application form and certificate check and interview</p> |
| Skills and Experience | <p>Significant residential care experience.</p> <p>Experience of working within services of relevant client group. Supervisory experience.</p> <p>Good communication skills.</p> | <p>Supervisory experience</p> <p>Experience of working with statutory and voluntary agencies including contracting.</p> <p>Experience of working in other settings</p> <p>Experience of development of systems and procedures</p> | <p>Application form, references and interview</p> |

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| | | <p>Experience of direct work with families Passion to develop further services for children/young people</p> <p>Tolerance, patience, sensitivity, warmth, understanding, humour, flexibility and honesty.</p> | |
| Knowledge | <p>Wide knowledge of the behaviours displayed by children and young people and an understanding of a myriad of intervention strategies</p> <p>Working Knowledge of legislation in relation to child care including National Minimum Standards, Children Act 1989 Guidance and Regulations Volume 5 Children's Home.</p> <p>An understanding the principles of safeguarding child protection and LADO (Working Together 2013)</p> <p>Knowledge of the work of other agencies involved with children and young people</p> <p>An understanding of the process of child development.</p> <p>Understanding the principles of safe guarding and child protection</p> <p>Knowledge and understanding of the principles of team work</p> | | Application form and interview |
| Ability | To apply systems and processes within residential homes that are compliant with the national care standards | The ability to organise and manage the planning and implementation of new developments within time constraints. | Application form and Interview |

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| | <p>To develop and maintain effective team working practices across the staff group</p> <p>To convey to the staff the knowledge and skill required in applying a variety of intervention strategies</p> <p>To communicate with outside agencies, children and their families</p> <p>Promote the health, safety and wellbeing of children, young people and staff</p> | | |
| Other Requirements | <p>A willingness to participate in all in house training.</p> <p>Ability to work shifts including evening and weekends</p> <p>Full UK driving licence</p> | A clean driving license held for twelve months. | Application form and interview and licence check |