

## RESIDENTIAL DEPUTY MANAGER JOB DESCRIPTION

<b>Post:</b>	Residential Deputy Manager
<b>Project:</b>	Children's Residential Home
<b>Responsible To:</b>	Responsible Person with Safe Places for Children
<b>Reports To:</b>	Registered Manager
<b>Contract:</b>	Full Time Contract (Probation Period)
<b>Salary:</b>	£37,076.00 per a year + Extra Shifts paid as Overtime

### Background Information

Safe Places for Children was founded as a Registered Charity in April 2016 with the aim of supporting the most vulnerable young people within the residential care industry. Safe Places for Children provide complex traumatised young people in care with individualised therapeutic residential homes within either England or Northern Ireland. Our mission is **At Safe Places, it's all about the young people**. Our values focus on being **supportive, responsive, passionate, professional and united**.

The Young People that Safe Places for Children provide care for can at times display **Challenging Behaviours that include but are not limited to the following**; Destroying Property, Absconding, Self-harming, Poor Hygiene, Sexually Acting out towards other Young People or Workers, Fire Fascination, Cruelty to Animals, Anti-social Behaviours, High level Defiance, Physical Aggression including Hitting, Spitting, Kicking, Threatening Young People and/or Workers and Verbal aggression.

Our aims and objectives at Safe Places for Children is to provide a model of care that focuses on providing stability, a nurturing & domestic environment that can support positive outcomes for Young People. The Service Delivery will operate in line with our Registered Homes **Statement of Purpose** and our Organisational **Integrated Practice Framework (IPF)**. Safe Places for Children hire staff members that have the skills, qualities, experience, qualification and abilities to work with High Risk and Complex Traumatized Young People. This **Job Description** outlines the roles and responsibilities in which you have been employed to provide.

### General Responsibilities

Employees of Safe Places for Children will be required to promote and support our mission: **At Safe Places, it's all about the young people** and our values which are to be **Professional, Responsive, Passionate, United and Supportive** with all stakeholders, colleagues and management that are connected with the organisation and also with young people in our care.

General responsibilities include, but not limited to, the following:

- Provide a Caring Service at all times and treat those they come into contact with in a courteous and respectful manner, this includes Team Members that are employed within Safe Places for Children;
- Carry out duties and responsibilities in a manner which assures the safety of young

- people, colleagues and the public;
- Build a strong and positive team culture and ensure that adequate rostering / cover is in place within the Registered Service as per the expectations of Safe Places for Children;
  - Facilitate and organise Team Meetings, Initial Case Inductions, Complete and Send Reports and assist in any Performance Issues that are required to be addressed, this position requires working in line with Safe Places for Children deadlines and Policies;
  - This position is to deputise for the Registered Manager of the Registered Home; this includes but not limited to attending and participating in internal meetings and or external meetings such as LAC review etc. Therefore it is expected that notes are written and stored within the required location;
  - Assist and Support in the Development of Team Members, through Professional Development Plans, Coaching, Role Modelling, Reflective Practice and Identify Areas of Practice Improvement;
  - Complete and Undertake ongoing Risk Assessments, Safety Plans and update Positive Behaviour Support Plans and identify other strategies to support the wider team;
  - Identify and review Data Trends in regards to Incident Management within the Registered Service and Update Documentation to Reflect Support for Team Members within the Service;
  - Deliver and Participate in Incident Reviews with Individual Staff Members and Team Members. Role Model practices and expectations to Team Members within the Service;
  - Attend Multi-Agency (Stakeholder) Meetings with the Relevant Authority, Partnership Organisations and anyone that is involved in the direct care of the Young People at the home, this includes family members, multiple disciplinary teams et;
  - Contribute and Adhere to a 24 Hour on-call system on a Rota basis and provide On Call support for a minimum of three days a week for Staff Members; Can be more to cover RM leave where needed.
  - Support the Registered Manager to run a successful staff team and participated in all day to day daily running's within the Registered home; focusing on the positive outcomes for young people and staff development;
  - Demonstrate commitment through regular attendance and efficient completion of all tasks allocated to them and assigned by Management, this includes tasks that are being assigned and administrated by the Registered Manager of the Registered Service;
  - Ensuring the highest standards of care, in relation to the young people's physical, behavioural and emotional needs are being adhered too and advocate for the rights, feelings and wishes of each Young Person in the Registered Service;

- Effectively contribute to obtaining and maintaining the organisations licence and reputation. This includes, but not limited to taking the lead and responsibility for all Safeguarding matters within the home. Ensure that Regulation Standards and Requirements are embedded into the Registered Home;
- Ensuring the highest standards of care, in relation to the Children's physical behavioural and emotional needs, this includes that the Duty of Care of being adhered to within the Registered Home and that Day to Day arrangements are in place for basic needs of each Young Person;
- Supporting Young People to successfully engage with their Routine and Programme that can include, but not limited to outdoor activities, board games, walks, education, health appointments etc, ongoing review of the Routine and Programmes are expected to help with consistency within the Registered Home;
- Ensuring Compliance with Safe Places for Children and the Relevant Authorities' Policies, Procedures, Regulations and Standards at all times, and address issues with Team Members that fail to meet this Standards and Expectation's;
- Review Daily Shift Reports; Case Handovers; Weekly Uploads and Monitor the Information that is recorded within any Critical Information Reports (Responsible for communicating these to the Relevant Authority) and Care Map (Care Planning Document) for each Young Person in the Registered Service;
- Support Informal Support Sessions within Team Members in the Registered Service and Support the Registration Requirements in relation to Recruitment needs (participate in Interviews), Experience, Qualifications and Training needs;
- Publicise and promote the aims and objectives of the organisation and Role Model & Adhere to all Organisational Policies and Procedures. Ensure that Policies and Procedures are used to address matters that come from the Registered Home;
- Evaluate the impact of all work undertaken, with emphasis placed on reflective practice and support to team members to help support their pathway & development in terms of creating a learning safe environment, help Team Members understand their roles and responsibilities in regards to their Position Descriptions;
- Contribute to the overall evaluation of the organisation and the continued development of Safe Places for Children; Team Member and undertake Continuous Professional Development in regards to own Professional Practice;
- Carry out duties and responsibilities in line with Health & Safety Policy, as well as Statutory Regulations, with regards to this Position Description it is important that these are embedded and adhered to with the Registered Home;
- Adhere to Safe Places for Children Equal Opportunities Policy throughout the course of employment and ensure that this is adhered too in regards to the expectations

placed on all Employees of Safe Places for Children UK;

- Support the Case Management of Young People and Assist in developing the relevant plans in a partnership with the Relevant Authority. Manage. Role Model and Assign Allocated Domains to Team Members within the Registered Home to help with Case Management and Care Planning needs;
- Achieve Outcomes (life skills, coping skills, school, health, therapy, family) and ensure appropriate child participation in all aspects of care, this will involve a Holistic and Person Centred Approach from Team Members and Management;
- Create a Comfortable, Nurturing and Safe Environment and maintain a high Standard of Care for all Young People within the Registered Home. This includes keeping the House Clean and reporting all damages etc. through to relevant Processes within Safe Places for Children;
- Flexibility for all shifts including sleepovers (time off requests not guaranteed). Facilitate team meetings, staff meetings and training, supervision as required per the position. Create a learning environment for team members to participate and develop with in;
- Demonstrated ability to independently use Microsoft Products, this includes not limited to Microsoft Word and Excel. Demonstrate ability to independently and confidently use Edge or Chrome Internet. Ability to learn new computer skills with training or online tutorials;
- Create a comfortable and safe environment and maintain a high standard of care all young people within the home. This includes keeping the house clean and reporting all damages etc. through the organisational procedure and platforms;
- Excellent written and verbal communication skills are required with this Position Description, this includes but not limited to Internal and External Reports that need to be submitted to Relevant Agencies or Organisations that work with Safe Places for Children.
- Ensure that Leadership skills and attributes are displayed within the Registered Home, this relates but not limited to inspiring a team, develop working systems, and provide support and opportunities for development and development of the team;
- Team work – small team, broader Safe Places team, broader stakeholder team;
- Crisis Management Skills and opened to feedback and new approaches with regards to own practice and practices within the Registered Home. Demonstrate ability to work through problems professionally and appropriately. Deputies for safeguarding, health & safety and compliance within the Registered Home;
- Ensure the ongoing confidence of the public in the organisational service provision and within regards to this Job Descriptions lead and participate in the Compliance of the Registered Home, this relates to Internal and External Standards;
- Develop an understanding in regards to the Legislation, Standards and

Requirements as a Registered Service Provision and promote & develop the team to understand these with regards to their practices;

- Work on specific tasks that are set by the organisation, as well as tasks that are set by your direct supervisor. DM to ensure that non-contact hours are based on assigned tasks that include but not limited to writing reports, weekly practice audits, type up meeting minutes, input into case clinics, lead meetings etc.
- Participate and engage in a “step up” process in regards to short term position appointments that help ensure the delivery of the Registered Service or Safe Places for Children’s needs, this is to be agreed by the General Manager of Operation;
- Any other duties, roles and responsibilities deemed necessary by Management.

### **Pay and Terms and Conditions**

**Salary** £37,076.00 per a Year.

**Hours** Full-time (38 Hours per a Week Mon-Sunday) – this post will require flexible working hours to meet the needs of the organisation and this specific service. **Contact Hours include a minimum 16 Weekday Hours, 8 Weekend Hours and 1.5 Sleep overs. 14 non-contact hours** for case and staff management An Hours Bank System is operated within Safe Places for Children.

**Holidays** 33 days per year including bank holidays

**Probation** You will serve a probationary period of six months. This may be extended if considered appropriate.

**Waiting List** A waiting list may be compiled for any similar fixed-term or permanent vacancies that arise in the next 12 months.

Canvassing, either directly or indirectly, will be an absolute disqualification. We will review this Job Description and it may include any other duties and responsibilities, as determine in consultation with the job holder. We do not intend to be rigid and inflexible but rather to provide guidelines within which the job holder works.

### **Records Management**

All Safe Places for Children employees are legally responsible for all records held, created or used as part of their business within Safe Places for Children, including client, corporate and administrative records whether paper-based or electronic and including emails. Safe Places expect all staff members to protect all associated data with regards to our line of work in a confidential and secure manner.

Staff members have a responsibility to report any breaches, issues or concerns about data protection through to Safe Places Data Protection Officer or their Supervisor. Staff members

are to operate and manage data in line with the organisations policies, processes and procedures. Staff members are to be aware and function in a process that meets legal requirements stipulated in the General Data Protection Regulations 2018 (GDPR) and Data Protection Act 2018 (DPA).

### **Essential Skills and Qualifications**

- Essential Third Level Qualification or a Level 3 Diploma in a Relevant Subject.
- Essential Level 3 Diploma in Leadership and Management
- 2 Years' experience in working with challenging behaviours; preferably within a Registered Residential Service.
- 1 Years' experience in managing staff, facilitating coaching, supervising and being involved in the day to day running of the organisations business.
- Have held a UK Driving Licence for more than 1 Year and no more than three penalty points.
- Police Checks and other checks deemed necessary by the organisation, such as NISCC Registration (NI).



Safe Places  
for Children