

# Job Description and Person Specification

Role: Deputy Manager (Children's Home)



## Job Description

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| <b>Job Title</b>           | Deputy Manager (Children's Home)                                    |
| <b>Grade</b>               | 7                                                                   |
| <b>Service</b>             | Children's Services                                                 |
| <b>Reports to</b>          | Registered Children's Home Manager (Children's Residential Service) |
| <b>Location</b>            | Coventry City Council - city-wide Children's Homes                  |
| <b>Job Evaluation Code</b> |                                                                     |



## About Coventry City Council

**Who we are:** At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

**Our aim is simple** – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

**Our Values:** We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:



## About the Service your team will provide

### **Purpose of the role**

To support a culture and ethos within the home where management and staff understand the importance of relationship-based practice in order to improve outcomes for children.

To achieve positive outcomes for children in care and their families, through the delivery of high-quality children's residential care.

To assist and support the Registered Manager in the day-to-day management of all operational activity within the designated service area in accordance with legislative and policy requirements.

To deputise in the absence of the Registered Manager across the full range of activity within the designated service area and ensure the provision of a high quality 24 hours / 7-day service which is capable of responding as required to demand, including out of office hours.

To make an active contribution to ensuring all systems and functions of the homes comply with the Children Act, the Children's Homes Regulations [2015] and other relevant legislation.

To provide a safe environment for young people who are in need of protection or who have a range of needs and / or behaviours.

To take a designated lead role for any areas of practice within the home as directed by the Registered Manager.

## Main Duties & Key Accountabilities

### **Core Knowledge**

- To work with the Registered Manager and contribute to the planning, delivery, and review of services within residential care. To monitor and maintain standards against agreed criteria and objectives and to implement quality assurance systems, which reflect agreed good practice, involve users, and reflect City Council equal opportunities policy and legislative requirements.
- To participate in a managers' On-call Rota within the Residential Children's Homes service providing verbal and physical support where necessary out of on-duty hours.
- To take part in the formal program of service and establishment inspections.
- To provide effective support to staff team/s. Identify gaps in knowledge and skills and support with the implementation of training plans and

have overview of individual professional development via Personal Development Reviews.

- To report to the Registered Manager or Service Manager on those matters which may require more senior management decision or might have wider implications for the service or the authority.
- To support the Registered Manager in managing the Home's budget within guidance and policy as set out by the City Council.
- To manage resources effectively, including staffing, buildings, equipment etc., under the Children's Home Regulations [2015] and City Council Policy and Procedures.
- In the absence of the Registered Manager, co-ordinate, attend and, where appropriate, chair service, staff and user meetings as required.
- To work in a co-operative manner with other agencies to achieve joint objectives and provide complementary services.
- To ensure effective communication with all staff through written information, team briefings and management meetings.
- To provide formal staff supervision in accordance with agreed policies.
- To contribute to training plans which reflect the objectives and targets of the service, and which promote and maintain a learning culture within the workplace. To undertake essential training to fulfil this.
- To participate in the recruitment and selection of employees and their induction and post- appointment assessment at the appropriate level in accordance with agreed procedure.
- To provide necessary information as required and to ensure recording systems meet procedural and legislative requirements for finance, fire precautions and other records.
- To be personally responsible for anti-oppressive care practices.
- To adhere to existing working practices, methods, procedures, undertake relevant training and development activities and to respond positively to new and alternative systems.
- It will be necessary to work with information technology and associated systems in accordance with Council policies.

- To maintain confidentiality and observe data protection and associated guidelines where appropriate.
- Any other duties and responsibilities within the range of the salary grade. This is a city –wide appointment and the post-holder may be required to work in other locations as required.

## Key relationships

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| <b>External</b><br>Health inc. CAMHS<br>Education<br>Police<br>GP practices<br>Probation<br>Ofsted<br>Independent Visitor<br>Public – children’s families, friends, local community<br>Any other relevant partners | <b>Internal</b><br>Registered Managers<br>Deputy Managers<br>Senior Childcare Workers<br>All service areas in Childrens Services<br>Social Workers<br>Human Resources<br>LADO<br>Any other relevant partners |
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## Standard information

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council’s Workforce Diversity and Inclusion Policies.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

### Smoke Free

The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

### Training

The postholder must attend any training that is identified as mandatory to their role.

## Responsible for:

### Staff managed by postholder:

Residential care staff

## Person specification

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| <b>Job Evaluation Code</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                            |  |
| <b>Knowledge</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |  |
| The full range of needs of young people who become 'looked after'. Including:                                                                                                                                                                                                                                                                                                                                                                                                         |  |
| <ul style="list-style-type: none"> <li>• A knowledge of relationships – how to create, sustain and end them; what causes breakdowns and the problems associated with dysfunctional relationships. Able to advise staff of appropriate strategies to use in direct work with children / young people and their families.</li> <li>• An understanding of the various reasons children / young people come into care and the various pathways into care.</li> </ul>                      |  |
| A good understanding of the legal, procedural and policy context of residential childcare.                                                                                                                                                                                                                                                                                                                                                                                            |  |
| Knowledge of Health and Safety at work and how to draw up and implement relevant risk assessments.                                                                                                                                                                                                                                                                                                                                                                                    |  |
| Knowledge of Local Safeguarding Board procedures and the risk management of children / young people who are / may be at risk.                                                                                                                                                                                                                                                                                                                                                         |  |
| <b>Skills and Abilities</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                           |  |
| Able to support the Registered manager in ensuring staff work in an anti- discriminatory / anti oppressive way and ensure that staff are able to develop a good understanding of these values and how they should be incorporated into day-to-day work.                                                                                                                                                                                                                               |  |
| <i>Management skills e.g.</i>                                                                                                                                                                                                                                                                                                                                                                                                                                                         |  |
| <ul style="list-style-type: none"> <li>• Able to represent the organisation in a professional and credible manner.</li> <li>• Demonstrate effective time- management, organisational and planning skills.</li> <li>• Able to work on own initiative but seek support, when necessary.</li> </ul>                                                                                                                                                                                      |  |
| <i>Leadership skills e.g.</i>                                                                                                                                                                                                                                                                                                                                                                                                                                                         |  |
| <ul style="list-style-type: none"> <li>• To be able to support the staff team through challenging times such as a particularly difficult resident group or an unpopular change process. Lead and facilitate any debrief as required in the absence of the Registered Manager.</li> <li>• Able to advise and support the Registered Manager in matters of poor / performance or discipline of front-line staff.</li> <li>• Able to make decisions in complex circumstances.</li> </ul> |  |
| <i>Team building e.g.</i>                                                                                                                                                                                                                                                                                                                                                                                                                                                             |  |
| <ul style="list-style-type: none"> <li>• Ability to work in conjunction with others in the team and direct the work of colleagues where appropriate.</li> <li>• Ability to promote and develop the professional skill base of the team members.</li> <li>• Able to work on own initiative and in partnership with the Registered Manager.</li> </ul>                                                                                                                                  |  |
| <i>Staff development e.g.</i>                                                                                                                                                                                                                                                                                                                                                                                                                                                         |  |
| <ul style="list-style-type: none"> <li>• Able to provide formal and informal supervision, identify appropriate Personal Development plans and ensure their implementation and review, as necessary.</li> <li>• Able to support staff in developing skills and knowledge.</li> <li>• Able to assist the Registered Manager in identifying and incorporating the home's training plan into the yearly business plan.</li> </ul>                                                         |  |
| <i>Communication - written and verbal e.g.</i>                                                                                                                                                                                                                                                                                                                                                                                                                                        |  |

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| <ul style="list-style-type: none"> <li>• Demonstrate skills in communicating effectively via written reports, email, media presentations, multi professional meetings etc.</li> <li>• Able to hold discussions with parents, children, colleagues and other professionals and present cases and pass on information coherently. Support the Registered Manager in ensuring information they may need to provide is factual and accurate.</li> <li>• Able to act as chairperson in meetings relating to staff or young people in the absence of the Registered Manager.</li> </ul>                                                                                                                                                |
| <p>To provide education, guidance, and care, including emotional support and appropriate boundaries to behaviour e.g.</p> <ul style="list-style-type: none"> <li>• Able to understand the complexities of group living, able to lead and facilitate group work in the absence of the Registered Manager and advise and support staff with 1-2-1 direct work.</li> <li>• Able to anticipate, diffuse and deal appropriately with situations of verbal and physical conflict and restrain young people, when necessary, as indicated by legislation and local guidelines.</li> <li>• Able to support staff in encouraging children / young people to express their wishes and needs and act as advocate when necessary.</li> </ul> |
| Able to assess needs, plan and implement care programmes, ensure PEPs, Placement plans, Care plans and Pathway plans are appropriate to the needs of the young person and in line with the home's objectives.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| Able to support the Registered Manager with all aspects of the home's financing / budgets as per City Council procedures.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| Able to support the Registered Manager in implementing the appropriate procedures for the recruitment and selection of employees and their induction and post- appointment assessment in agreement with agreed procedures.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <b>Experience</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| Extensive experience of direct work with young people who may present with a range of needs and / or behaviours.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| At least 2 years' experience of working in a children's residential setting.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>Qualifications</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| Professional qualification relevant to working with children, which must be at minimum level 3 NVQ / Diploma in Residential Childcare.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <b>Special Requirements</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| This post is exempted under the Rehabilitation of Offenders Act 1974 and as such appointment to this post will be conditional upon the receipt of a satisfactory response to a check of police records via Disclosure and Barring Service (DBS).                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |

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| <b>Date Created</b> | May-2017 | <b>Date Reviewed</b> | October 2023 |
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