

Job Description

Job Title	Deputy Manager
Directorate	Children and Young Peoples Services
Service Area	Childrens Social Care
Grade	8
Competency Level	2
Salary	£46,142 - £51,356
Job Type	Office Based
Location	Citywide
Disclosure and barring service (DBS)	Enhanced (Child Workforce and Child Barred List)
Job Evaluation Ref No	A9652

Job Purpose

To manage a team of Residential Workers with the ability to work without immediate reference to a Team Manager. To establish the highest professional standards both as exemplar and mentor to Residential Workers, contributing to the development of personnel, policy and practice standards within the team.

Directly Responsible For:

Residential Workers, and Business Support Officer

Directly Responsible To:

Team Manager

Main Areas of Responsibility:

- To supervise the case managing as part of a keyworking or link working system within the service, directing Keyworkers to ensure the services offered to young people and their families/carers within the home and the community are effectively provided and reflect the decisions in Children's Plans
- To ensure work with children and families is supported by accurate and up to date record keeping
- To maintain effective communication with the Team Manager and in the event of their absence, support the effective functioning of the service and home and the management of risk
- To ensure the arrangement of staffing levels is within the law, National Care Standards, Statutory Guidance and City Council procedures, in particular the Children Act 1989, Children Home Regulations 2001, Child Protection Procedures and LAC system
- To manage and supervise alongside the Team Manager a team of Residential Workers to best meet the individual and collective needs of the children, young people and their families/carers who access support and to ensure the home operates in accordance with its Statement of Purpose and the Children's Homes Regulations
- To maintain the highest level of professional knowledge through reading and incorporating outcomes from research into evidence-based practice to be a source of particular expertise for the area of competence required

- To significantly contribute to the professional development of the Care team through continued professional development, providing expert advice and support, and developing methodologies and practical standards and contributing to policy development
- To contribute to and monitor the work of Residential Worker's in order to maintain good communication systems, including handovers, communication and daily progress logs, professional and team meetings, staff development sessions and planning reviews, and all relevant consultative mechanisms
- To ensure that performance is monitored and reviewed in accordance with appropriate performance management procedures
- To chair staff and other meetings as required
- To investigate complaints, ensuring that the appropriate responses are made and procedures followed
- To help to develop and implement training programmes for Residential workers and other team members particularly, with regard to Diplomas and Behaviour Support. This includes the ability to participate fully in restraint techniques as a last resort as prescribed under the Protecting Rights in a Caring Environment (PRICE) techniques
- To deputise for the Team Manager across the range of duties, particularly at times of leave and sickness
- To contribute to the formulation and execution of action plans in response to reports from Ofsted, Regulation 44 visitors to promote the continuing development of the home and service
- It is a requirement that every employee has a responsibility to ensure that their work complies with all statutory requirements and with Standing Orders and Financial Regulations of the City Council, and to ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice, and the City Council's safety plan

Supervision and Management Responsibility:

- Ensuring activities are planned to include meaningful one to one conversation, quality annual appraisals and regular workforce planning and development
- Manages performance and behavioural issues effectively

Budget and Financial Responsibility:

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

Physical Demands of the Job:

- Participate in hobbies and activities with young people, if necessary
- Maintain clean and homely environment for young people to live
- Participate in physical restraint training and use this where necessary to maintain a safe environment

Corporate Responsibility:

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally

- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency level **2**

[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Essential

- Social Work or psychology degree, CSS, CQSW, DipSW, Level 3 Caring for Children and Young People (A/I)
- Commitment to work towards relevant management qualification (A/I)
- Evidence of continued professional/personal development (A/I)

Desirable

- Management qualification in residential care

Experience

Essential

- Substantial experience of working with young people experiencing emotional/behavioural difficulties, and knowledge of Child Development and the effect of trauma on young people (A/I)

Desirable

- Evidence of supervisory/management experience
- Working knowledge of The Children Act, Childrens Homes Regulations and Quality Standards, and guidance relating to residential childcare

Skills/Abilities

Essential

- Evidence of ability to contribute to service planning and development (A/I)
- Evidence of ability to set and work to agreed objectives (A/I)
- Evidence of ability to work with children, families, other professionals, and external agencies (A/I)
- Evidence of ability to participate fully in Restrictive Physical Intervention's and a commitment to undertake ongoing training (A/I)

Desirable

- Evidence of ability to communicate effectively at meetings, through written reports and the production of clear accurate records
- Evidence of ability to develop and train staff
- Evidence of ability to lead and motivate a team
- Evidence of ability to work under pressure
- Evidence of ability to manage resources effectively

Commitment

Essential

- Demonstrate commitment to challenge poor practice and/or any obstacles to providing a quality service (A/I)

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council



- Demonstrate understanding and commitment to the achievement of equal opportunities in employment and service delivery
- Commitment to maintain the rights and dignity of young people

Other

Essential

- This post is subject to a Disclosure and Barring Service (DBS) check at the appropriate level

Desirable

- Full UK Driving Licence