

Job Description – Deputy Care Manager

Reports to: Registered Manager

Work Location: Within any of our registered services as directed by the Registered Manager

Job summary

Assist the Registered Manager in achieving the aims and objectives of the Statement of Purpose. Support and manage the staff team to enable them to meet the needs of the children and young people. Undertake direct work with children and young people as appropriate. Ensure each shift is planned and resources allocated. Work in partnership with other professionals to achieve optimum outcomes for children and young people. Supervise and support staff in line with the Quality Standards for Children's Homes 2015/Regulation and Inspection of Social Care (Wales) Act 2016.

Key Responsibilities – Children and Young People

- Taking full responsibility for overseeing all aspects of the home in the absence of the Registered Manager, including interim management arrangements with Ofsted.
- Ensuring that each member of staff is aware of each child's care plan and their responsibilities for its implementation
- Ongoing day to day management and oversight of all work completed by staff in the home.
- Supporting staff in ensuring that all Review, Planning or Professionals Meeting reports are completed within timescales.
- Attending childcare reviews and planning meetings to provide information and achieve best outcomes for young people
- Undertaking direct work with young people, building positive relationships, promoting empowerment and acting as an appropriate role model to build self-esteem and encourage achievement.
- Monitoring and maintenance of accurate written records in logs, continuation sheets and files both to record information and enable regular monitoring and evaluation to take place
- Chairing children's meetings and facilitating consultation with young people generally
- Acting as an appropriate adult at Police interviews
- Carrying out appropriate communication and planning to ensure young people attend and engage in education, appointments, recreational and social activities and to take an active interest in their achievements and social development and to support young people in the classroom when required.
- Carrying out appropriate planning and monitoring to encourage young people to engage in independence tasks around the home appropriate to their age and level of understanding to promote their life skills.
- Monitoring and maintaining accurate, up to date written records in logs, continuation sheets and files to record information and carrying out regular evaluation.
- Ensuring that the primary care of young people is met with regards to their needs and wishes.
- Allocating a Key Worker for each young person as designated by the Registered Manager and ensure that the records of Key Children are maintained, accurate and up to date.
- Facilitating consultation with young people, their families and involved professionals.
- Working within the Therapeutic framework of the home and maintain professional boundaries at all times.
- Working effectively with, and forming excellent working relationships with, our Therapeutic partners.
- Ensuring that Therapeutic and Care plans for young people are strictly adhered to
- Maintaining appropriate routines, limits and boundaries for young people

Key Responsibilities – Leadership and Management

- To assist the Registered Manager in the implementation of all aspects of the Statement of Purpose
- To ensure that safe working practice is maintained at all times
- To ensure that resources are allocated appropriately and financial records are accurately maintained under the direction of the Registered Manager

- Ensure that the team maintain the home in a clean and orderly condition at all times
- Conduct and co-ordinate proper and effective handovers between shifts
- Ensure effective use of recording systems and ensure that they are maintained to comply with the Quality Standards for Children's Homes 2015
- Attend to administration, as required, in relation to the smooth running of the shift
- Develop a management style which balances the need to manage the home effectively and give direction with the need to offer staff the opportunity to contribute to decision making
- Ensure that all new staff receive a proper induction to the home in line with Crystal Care Solutions' policies
- Upskilling and mentoring new starters to complete their role competently.
- Ensure that each member of staff is given the opportunity to contribute to their personal develop plan
- Conduct supervisions and appraisals of the team to ensure each member of staff receives these in line with the Quality Standards for Children's Homes 2015/ Regulation and Inspection of Social Care (Wales) Act 2016 and Crystal Care Solutions' policies
- Addressing issues relating to conduct, competence or capability of staff members including completion of Fact Finds, disciplinary and grievance hearings.
- Manage staff sickness in line, completion of return to works, risk assessments and absence triggers.
- Organise, lead and attend team meetings, facilitate communication and provide opportunities for consultation and staff development
- Resolve any instances of staff motivation and morale.
- Promote personal development through the appropriate and fair delegation of tasks and responsibilities to team members
- Ensure that staffing levels, skills and competence meet the needs of the home and the children and young people in placement
- Contribute to ensuring that budgets are managed effectively and the use of all finances are properly monitored
- Monitor the home's decor and fabrics of the building, report in a timely manner to maintenance and take remedial action where necessary.
- Manage staff sickness in line, completion of return to works, risk assessments and absence triggers.

General

- Demonstrate an ongoing commitment to continuous professional development.
- Attend all mandatory training events in accordance with regulatory requirements and Company policy
- Understanding policies and procedures, remaining up to date
- Work in accordance with your job description/contract of employment and any policies and guidelines of Crystal Care Solutions
- Maintain a professional profile outside of work and not engage in any activity or conversation that may bring the company into disrepute
- Keep up to date with the latest (developments/research/practice) in respect of the post holders area of work
- Improve post holders own performance of the role on a year on year basis, including participation in any performance appraisal system.
- To provide vision and leadership to staff, ensuring that effective systems are in place for workload allocation and management, and the application of the company's policies and procedures, including those relating to equality, supervision and appraisal and all aspects of their performance, personal development, health and welfare
- Produce and agree a personal development plan
- Attend and contribute towards team meetings.
- Sharing and storing information appropriately in-line with confidentiality and the General Data Protection Regulation and Data Protection Act.
- Undertake other duties appropriate to the post and the needs of the organisation in order to develop and maintain quality service

Key Competencies

- Ability to maintain and develop positive relationships with children, professionals and colleagues

- Resilience, motivation and ability to adapt to challenging situations – essential
- Remain inclusive to all children and young people and be committed to upholding and protecting the rights of individuals
- Confident in using Microsoft Office including outlook, word, excel or willing to learn
- Ability to act as a positive role model demonstrating honesty and integrity
- Excellent written and verbal communication
- Ability to work shifts including weekend and sleep ins
- Flexibility around work location and start/finish times to ensure the contingencies of the service are covered.
- Ability to work under pressure

Qualifications and Compliance

- Hold a full UK Driving Licence and carry out driving duties to meet needs of the children and young people
- Enhanced DBS Certificate with child and adult barred list check
- Level 3 in Residential Childcare, or equivalent
- Willingness and ability to complete Level 5 Leadership & Management within prescribed timescales
- Must maintain own vehicle in clean, roadworthy condition with current tax and MOT certificate and ensure business insurance is in place to ensure the safe transporting of children and young people.