Deputy Manager

Job Description

Directorate:	Education & Children's Services		
Service:	Children's Services		
Location:	Lancashire – Countywide		
Salary range:	£42,123- £47,665	**Grade:**	9
Reports to:	Registered Manager	**Staff responsible for:**	4 - 8

Job purpose and scope

The Deputy Manager plays a crucial role in ensuring the smooth functioning of our children's homes. As the deputy, the role involves close collaboration with the Home Manager to create a nurturing and supportive environment for the children in our care.

The responsibilities encompass both administrative/managerial tasks and direct interaction with young people, monitoring individual care plans, health needs, and educational progress.

The Deputy Manager works closely with external agencies, and other professionals involved in the children's lives, and is expected to attend reviews, and meetings as required.

It is essential that the Deputy Manager works as part of a wider management team across Children's Residential Services, taking the lead on key projects, initiatives, and contributing to the training needs of the workforce.

Children, young people and their families are safe, healthy and achieve their full potential.

To deliver this vision we have agreed some key outcomes:

Five Outcomes:

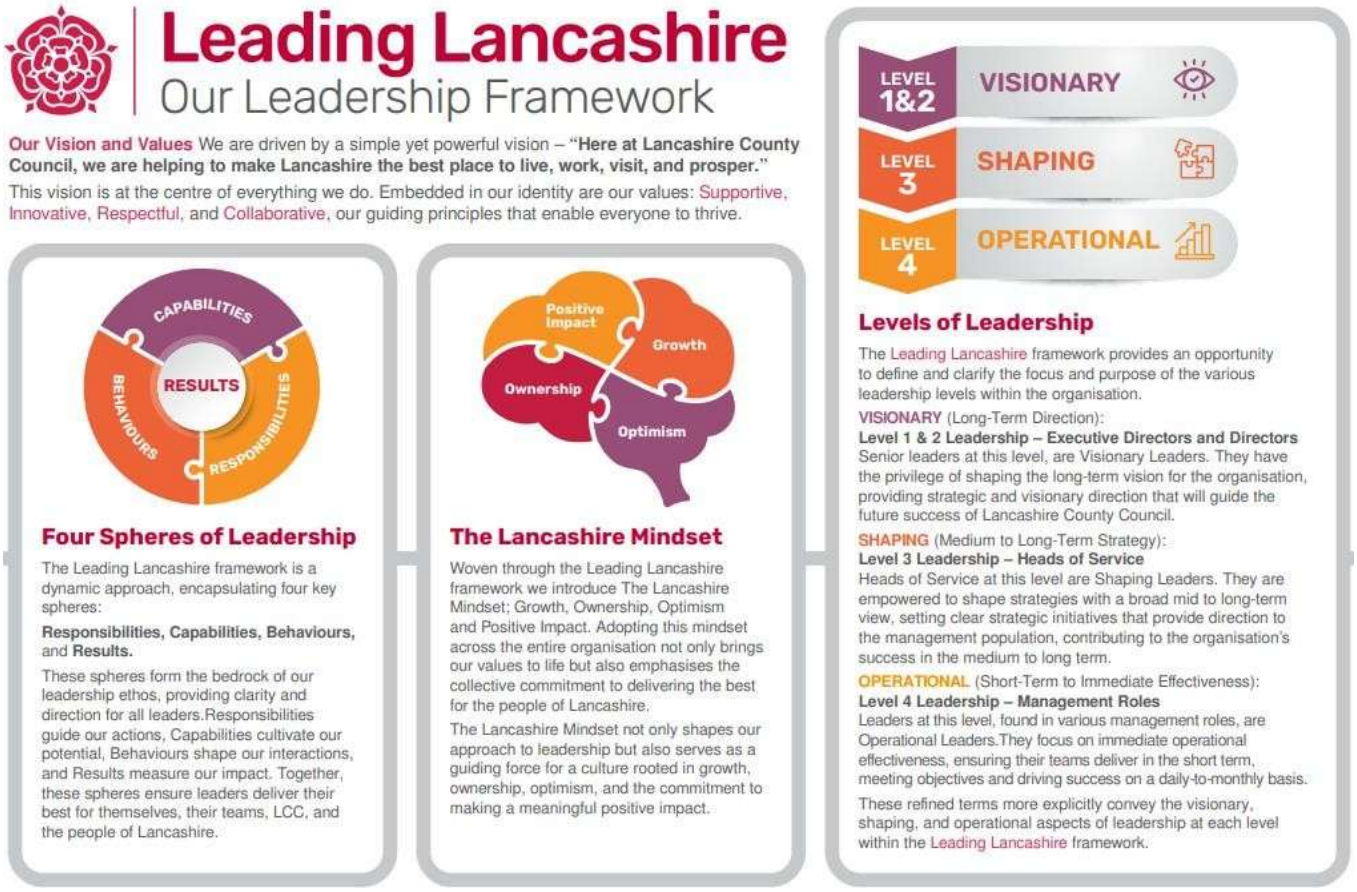
1. Vulnerable children and young people are safe from harm and build resilience.
2. Children and young people achieve their full potential in education, learning and future employment.
3. Children and young people enjoy heathy lifestyles and know how to help others.
4. Children, young people and families have a voice in shaping the support they receive.
5. Children and young people live in Lancashire where they can enjoy a good quality of life, be happy and want to stay.

Performance Indicators

Deputy Manager

- Quality of advice/service against legal, safety and best practice standards
- Achievement of relevant service targets
- Adherence to internal/external quality standards if applicable
- Adherence to policies and procedures
- Accuracy and timeliness of information recording and processing
- Customer and stakeholder feedback
- Leading Lancashire Framework

Leading Lancashire – Our Leadership Framework



Accountabilities/Responsibilities

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Vision, Strategy and Performance

Responsible for:-

1. Ensuring the day-to-day delivery and effective management, administration, and implementation of the home in accordance with the Children's Homes Regulations and Quality Standards 2015.
2. Delivering, and support staff teams to deliver, quality care and support for our children in line with the Service Plan.
3. Creating a culture with the home in line with the values and ethos of the Children's Residential service and wider Lancashire County Council.

4. Upholding the local authorities' responsibilities under the Care Standards Act 2000 and to ensure that the home operates in accordance with all legislation relevant to a children's home.
5. Running the home in accordance with the Statement of Purpose to create a warm and stimulating environment that meets the assessed needs of young people.
6. Developing and embedding a performance culture that delivers results through rigorous challenge, disciplined delivery, and continual improvement.
7. Maintaining effective systems for monitoring, reviewing, and evaluating staff and own performance against the Service objectives. Take appropriate corrective action as necessary.
8. Supporting the Registered Manager and Responsible Individual in the preparation of proposals for the strategic direction of the service function which supports the Council's overall future direction.
9. Being fully conversant with national, regional, and local influences, legislation, council procedures etc.
10. Providing leadership and direction to staff; setting out the service goals; conveying how they support the fundamental purpose of the Service and energise staff towards their achievement incorporating the Council's values and behaviours.
11. Ensuring that relevant and best professional advice, guidance, and information is available in an intelligible and timely fashion to appropriate senior officers as required.
12. Sustaining and improving the overall reputation of the Council and acting in the best interests of Lancashire County Council through effective representations locally, regionally and/or nationally.

Effective Processes

Responsible for:-

1. Supporting the development of the processes, practices, and systems in respect of the Service function.
2. Contributing to and ensuring that processes, practices, and systems are current, of a high standard, conform to best practice, comply with legislation and/or meet the needs of the Council within that service area.
3. Reviewing, evaluating, and recommending the necessary action to amend service processes, practices and systems that lead to improved service delivery.
4. Establishing mechanisms for the collection of a range of information and/or data on the service function and its performance.
5. Writing reports, and making presentations when required for a wide audience, such as Network Managers meetings and Senior Management Team meetings.
6. Ensuring that effective arrangements are in place to secure the well-being and the health & safety of all employees and people delivering services for the Council.

Organisation Learning, Growth and Sustainability

Responsible for:-

1. Ensuring that all staff in the home are kept abreast of changes within the Organisation.
2. To fully support the role of Change Influencers within the Service.
3. To ensure that the training and learning needs of the staff within the home are met, and gaps identified.

4. Provide positive leadership, acting with openness, honesty, and integrity, and instilling a clear sense of direction, priority and pace.

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5. Leading staff in an inclusive way to deliver the Service plan objectives.
6. Ensuring workforce capacity and capability and creating opportunity for development activities to maintain the professionally safe delivery of care and support to our young people.

Service Delivery Responsible

for:-

1. Taking a key and leading role in managing the inspections of Residential children's homes.
2. Contributing towards Care Planning, delivering Care Plans, and safeguarding for Young People.
3. Supporting the modernisation and continuous change and improvement programme.
4. The leadership and management of the children's home under a delegation of responsibility from the registered home manager.
5. Supporting effective quality assurance and performance management mechanisms throughout the children's home and the wider residential service to ensure compliance with national and local standards and targets.
6. Ensuring that the voices of children and young people are heard.
7. Ensuring that the safeguarding of children and young people is of paramount importance.
8. The day-to-day financial management of the children's home and ensuring systems and practice adheres to corporate financial responsibilities
9. Coordination of key-working in a residential and other related children and young people's settings.
10. Producing and maintaining records on various digital platforms.
11. Undertaking relevant training underpinned by the service ideology and assisting in meeting the training needs of other staff and volunteers, as required.
12. Leading staff meetings setting the priorities and agenda.
13. Visiting parental/carers homes, schools, colleges or other settings as required.
14. Facilitating meetings which allow young people to have a say in the running of their home.

Management of staff

Responsible for:-

1. Managing, leading and mentoring staff members
2. Monitoring the team's performance with reference to local and key performance indicators for Children's Residential.
3. Authorising risk assessments, reports and children's residential care plans and taking responsibility for ensuring these plans are implemented in accordance with statutory and Council requirements.
4. Ensuring regular, good quality supervision is in place for staff
5. Ensuring that de-brief sessions are held with regular agency and casual staff
6. Supporting the Registered Manager with relevant HR related tasks

Partnership and Collaborative Working

Responsible for:-

1. Engagement with children, young people, and families to ensure that their requirements are at the heart of the design and delivery of services in accordance with the Council's customer

service strategy. Giving prompt attention to any complaints/concerns raised about the services/decision making of the team.
2. Building and promoting successful partnership working across agencies and with children and young people and their families. Ensuring that the needs of all stakeholders in Lancashire are met by modelling behaviour, which fosters equality of opportunity in service provision and employment.
3. Using internal/external relationships to get feedback on effectiveness of services delivered, continuously re-evaluate these services and make recommendations for, or take action to, make appropriate changes.

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post-holder. This is not an exhaustive list of all tasks that may fall to the post-holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

Other

- **Equal Opportunities**
  We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.

- **Health and safety**
  All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must help us to apply our general statement of health and safety policy.

- **Customer Focused**
  We put our customers' needs and expectations at the heart of all that we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, appropriate services at all times.

- **Safeguarding Commitment**
  We are committed to protecting and promoting the welfare of children, young people and vulnerable adults.

- **Skills Pledge**
  We are committed to developing the skills of our workforce. All employees will be supported to work towards a level 2 qualification in literacy and numeracy if they do not have one already.

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Our Values

We expect all our employees to demonstrate and promote our values:

- **Supportive**
  We are supportive of our customers and colleagues, recognising their contributions and making the best of their strengths to enable our communities to flourish.

- **Innovative**
  We deliver the best services we possibly can, always looking for creative ways to do things better, putting the customer at the heart of our thinking, and being ambitious and focused on how we can deliver the best services now and in the future.

- **Respectful**
  We treat colleagues, customers and partners with respect, listening to their views, empathising and valuing their diverse needs and perspectives, to be fair, open and honest in all that we do.

- **Collaborative**
  We listen to, engage with, learn from and work with colleagues, partners and customers to help achieve the best outcomes for everyone.

Person Specification

All the following requirements are essential unless otherwise indicated by *

Your ability to meet the job requirements will initially be assessed by the information provided on your application but further assessment will be undertaken at interview and, in some cases, by using other types of assessment(s).

Qualifications

- Professional and/or academic level qualification or equivalent or substantial vocational experience in a relevant technical, scientific, specialised, or operational field (QCF 4 or NVQ 3 or 4 Leadership & Management in Health & Social Care or equivalent).

- Social Work Degree, CQSW, CSS, Dip SW*

- Management Qualification or management training*

- Relevant training around key issues that affect our children (e.g. Prevent, Safeguarding, ASD, CSE, Food Hygiene, Medication etc).*

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Experience

- Minimum of 3 years experience in Residential Children and Young People's Services or equivalent.
- A demonstrative record of delivering high quality services, advice and guidance.
- Evidence of successful integrated working with colleagues across the service and external agencies to promote the children and young people's best interests.
- Demonstrable commitment to diversity issues in both service provision and employment practices and evidenced achievement of positive outcomes.
- Experience of working successfully at a supervisory/managerial level to develop a high performing social work team*.
- Engaging, advising, guiding and directing team members within the area of responsibility.
- Experience of inspiring and motivating teams to drive services forward, achieving high quality delivery and improved services.
- Ensuring delivering against agreed service plans and managing services in line with agreed budgets, targets and plans.
- Innovative and creative management of services within a diverse, changing and challenging financial environment.
- Risk management in complex cases/issues within a statutory child care setting*.
- Experience of working with external agencies, including partnership working with other statutory and voluntary agencies.
- Experience of Care Planning.
- Experience of prioritising workload and delegating tasks to the wider team, to ensure the service is operating efficiently.

Essential knowledge, skills & abilities

- Sound knowledge of children's legislation, practice, and procedures, including Children Acts 1989 and 2004, Adoption and Children Act 2002, Leaving Care Act 2000, Children and Young Person's Act 2008, Care Standards Act 2000, Children's Home Regulations and Standards 2015.
- Ability to lead, develop, motivate and challenge services/teams in a changing environment.

- Ability to quickly build & maintain credibility, and effective relationships, with managers, team members and external stakeholders.
- Ability to contribute to the delivery of high-quality services within challenging targets and budgets, while meeting deadlines and within given parameters in evidencing targets set.
- Ability to support strategy, new initiatives and new ways of working, in line with statutory/legislative/corporate changes.
- Ability to communicate effectively, both verbally and in written format.
- Understanding of the authorities' strategic policies and procedures.
- Knowledge of the requirements of the performance management agenda and how to achieve them.
- Strong analytical skills and problem-solving capabilities.
- Sound understanding of, and the ability to use various IT systems.
- Team Teach trained, with a willingness to support the delivery of Team Teach across the wider Children's Residential Service.

- Commitment to equality and diversity.
- Commitment to health and safety.
- Display the LCC values and behaviours at all times and actively promote them in others.
- This is an essential car user post
  You will be required to provide a car for use in connection with the duties of this post and must be insured for business use. In certain circumstances consideration may be given to applicants who, as a consequence of a disability, are unable to drive