

Title Assistant Care Manager	Department CFCS Access to Resources	Post Ref.
Job Purpose The post holder will assist in developing and implementing the philosophy of the Unit, contribute to the development of services for children and families and participate in reviewing the effectiveness, quality and equality of service delivery. The post holder will, as part of a team, assist with the overall delivery of the safe care and management of all staff and resident young people, including the day to day administration, organisation and management of the Unit, within the scope of its service delivery.		
Key Responsibilities To assist with the management of the Home to ensure that it safeguards and promotes the well being of children and young people and enables them to reach their developmental potential. To ensure that services are provided efficiently and effectively within Departmental policy and procedures and statutory requirements. To ensure that managers are informed of significant matters arising in connection with the running of the Home, issues of OFSTED compliance and/or the young people. To represent the Home within and outside the Department and to participate in management processes and other forums. To ensure the Home maintains standards required under section 23(1) of Care Standards Act 2000 and is OFSTED compliant. To maintain a current knowledge of legislation, practice issues and developments locally and nationally in the post holder's field of work, and keep others informed.	Key Accountabilities Manages staff and resources and uses customer feedback and complaints to achieve excellent customer service. Sets a personally high standard of customer service as an example to staff. Takes prompt action to maintain required levels of customer service. Ensures that staff and resources are deployed as efficiently and effectively as possible in line with priorities and taking corrective action where appropriate. Has a sound understanding of effective budget management techniques and can use these where required. Encourages staff to develop ideas for increasing efficiency. Sets a positive example by deploying resources efficiently. Motivates and develops the team to be ambitious in achieving the highest possible performance and service levels in line with the service plan.	

To act as an advocate for the children and young people. To assist with the management of the Homes budget. To participate in the on call duty system. To provide managerial assistance to other Residential Child Care Homes for prescribed periods of time as necessary and required. To assist with the management of a range of personnel processes including attendance management, annual leave and rotas. To ensure care is provided within an environment that positively integrates race, culture gender, disability and sexual orientation. To assist with the identification of care management tasks. To communicate effectively, verbally, in written form and give presentations. To establish effective relationships with neighbours of the Home and the wider community To have knowledge and application of relevant Health and Safety Legislation. To have a working knowledge and understanding of child development. To develop effective strategies for managing challenging behaviour. To negotiate, implement and monitor child care planning. To facilitate effective communicate with children, young people and their families. To have a working knowledge of child protection procedures and of safe care issues in a residential setting.	Ensures personal behaviour reflects the highest standards for the service. Sets direction for the team, listening to views and acting on suggestions for improvement. Builds positive relationships with customers, staff and colleagues through discussion and negotiation. Ensures that understanding is shared across the team, especially resolving ambiguity. Establishes an open and transparent communication culture within the team. Guides and supports staff to portray a professional image. Thinks ahead to anticipate opportunities and issues. Encourages staff to suggest ways to improve services and acts on these suggestions. Maintains professional competence and knowledge of developments in their area of practice and within the Council. Works proactively with staff to implement change. Sets consistent and challenging team targets in line with service plans. Steers the team towards key outcomes and monitors progress. Sets high standards for quality; meeting commitments made and finishing work to a high standard. Monitors staff performance and takes timely action to address performance issues.
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To recognise stress in self and others and devise appropriate strategies to deal with it. To be committed to the philosophy and ethos of group living. To undertake any other duties which may be reasonably regarded as within the nature of the duties and responsibilities/grade of the post as defined, subject to the proviso that normally any changes of a permanent nature shall be incorporated into the Job Description in specific terms.	Sets personal development plans to support individual and team performance and service delivery. Ensures that all customers and staff are treated with respect and consideration. Ensures that corporate standards and policies are implemented and met. Responds quickly and appropriately to any concerns around fair treatment however and wherever they arise. Challenges inappropriate behaviour professionally. Identifies, assesses and manages risks in order to minimise the impact on service delivery. Reports to the Registered Manager any risks issues arising from the operating environment outside of their control. Strives to maintain a healthy and safe environment for customers and staff. Sets a personal example to staff of safe and effective working practices.
The post holder will perform any duty or task that is appropriate for the role described	

Person Specification**Education and Knowledge**

1. Must be able to evidence regular training experiences.
2. Must be qualified at NVQ level 3 (CCYP or H&SC) plus 1
3. Year's post qualifying experience.
4. Must be able to demonstrate excellent verbal and written skills.
5. Must possess the ability to make informed decisions and offer a clear/unambiguous lead.
6. Must have a grasp of relevant legislation to this service area.
7. Must have a clear understanding and knowledge of safeguarding policies and procedures, particularly in relation to Missing and CSE.
8. Must be able to work as part of a team, (both management & staff) and on your own initiative.

Experience

1. Must have a minimum of 3 years residential child care experience.
2. Must have experience of working with and managing challenging behaviour.
3. Must be able to demonstrate experience of working in collaboration with other disciplines and agencies.

Personal skills and general competencies

1. Must possess an ability to recognise stress in self and others and devise appropriate strategies to deal with this.
2. Must be able to provide oversight and micro examinations of systems and reporting.
3. Share experiences with the purpose of raising standards of practice, (reflective practitioner).
4. Must have the experience to be able to predict, identify and plan in relation to risk management.
5. Must be an effective communicator with children, young people, and their families and with other stakeholders.
6. Must have a commitment to the ethos and philosophy of the home.
7. Must have a commitment to equality policies.
8. Must be able to robustly support the Registered Manager and deputise in their absence.
9. Must present as a stable and consistent adult role model for children, young people and families.
10. Must be able to commit to a varied rota pattern to include working shifts, unsociable hours and being on call to 3 small specialist homes.

4. Must have experience of delivering formal supervision. 5. Must possess experience of working with children that engage in and present with risk behaviours 6. Must have experience of identifying developmental needs of staff.	

Date 13.09.2017