

Job profile

Service and job specific context statement

Directorate:	Children and Young People's Service
Service:	Children and Families
Post title:	Deputy Manager (Residential Lead), (Alternative Provision/Signs of Safety) - seconded to Norfolk Council.
Grade:	M
Responsible to:	Team Manager No Wrong Door (seconded to Norfolk Council)
Staff managed:	Manages a multidisciplinary team
Date of issue:	October 2020
Job family:	C&S - Care & Support

Job context

- The post holder will drive forward delivery of the 'No Wrong Door' Hub's 'Core Offer'. This provision includes a residential service for complex young people, emergency residential placements, out of hours Edge of Care, Activity Services and Bespoke placement arrangements and the post must ensure staff provide all aspects of care needs and interventions, utilising clinical specialist input in line with the young people's Core Assessments and Care Plans.
- Key characteristic requirements of this post are: effective management skills, effective deployment of a significant staff group, flexibility, commitment, building effective relationships, resilience, persistence and the ability to progress plans.
- The post requires an enhanced DBS.
- This role involves spoken communications so a confident use of English language is required.

Job specifics

- The core purpose of this job is to be responsible for the provision of a quality hub area service as directed by the NWD Registered Manager. This includes management oversight for work with young people and families on the edge of care, in care and leaving care – including post 18 where required.
- This role proactively provides support and supervision to a multi-agency team dedicated to delivering the support and interventions to complex young people. The post holder will be involved in the quality assurance of services, systems and delivery and manage significant resources including deployment of staff across the NWD service.
- Deputise for the Team Manager, No Wrong Door in his/her absence (including registration with Ofsted should this be beyond 28 days).
- Ensure services are effective to keep young people safe in their own community – not doing so has a very high-risk financial impact on the Local Authority and poor outcome impact on young people's long-term outcomes.

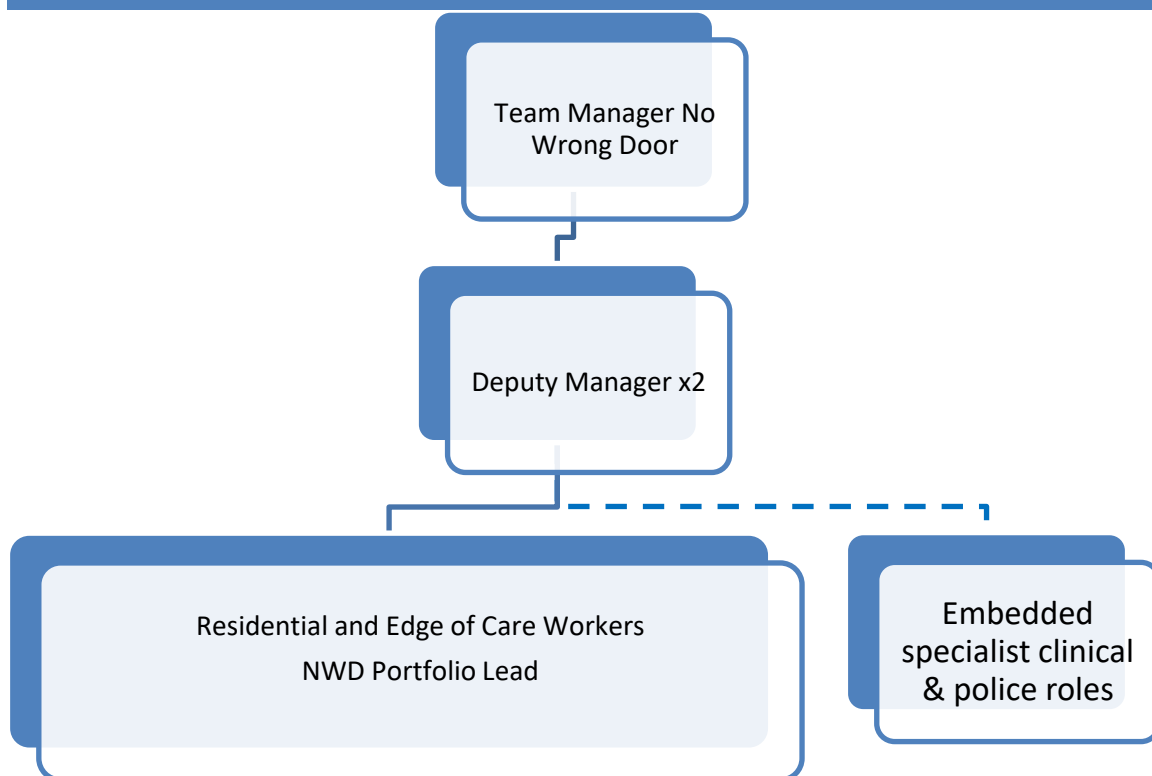
This post will provide dedicated support to a key portfolio area as follows:

- **Deputy Manager (Residential)** will have key responsibility for the residential home including compliance with national guidance, standards and regulations.
- **Deputy Manager (Alternative Provisions/Signs of Safety)** will have key responsibility for placements outside of the residential home and be the dedicated safeguarding lead within the hub area (this post requires a social work qualification).

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All deputy manager posts provide cover for each other and participate in an out-of-hours standby rota which requires dynamic and complex decision making.

Structure



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Job Description

Job purpose	The core purpose of this job is to be responsible for the provision of a quality hub area service as directed by the Team Manager, No Wrong Door This includes management oversight for work with young people and families on the edge of care, in care and leaving care – including post 18 where required.
Operational management	<ul style="list-style-type: none"> To be responsible, along with the Team Manager, No Wrong Door, for delivery of a range of dynamic care placements across a hub area for adolescents with complex and challenging behaviour. Drive a defined culture and intervention practice model and promote a solution focussed and restorative approach across practice. Lead and manage a significant staff team and deploy according to the complex requirements of the NWD service. Manage complex plans and resources to reduce risk and maintain young people safely within their family and community. Manage effective partnership working through a strategic outward facing role whilst overseeing a broad range of operational services and support. Manage high levels of complex risk within a 24hr environment including being a lead decision maker on key issues. Responsible for a significant budget. Responsible for the decision to accept a child in to care out of hours. Manage a multi-agency team including supervision, direction and management of embedded clinical specialist roles
Communications	<ul style="list-style-type: none"> Ensure effective and timely information sharing with professionals, families and young people
Partnership / corporate working	<ul style="list-style-type: none"> Develop and maintain effective working relationships with colleagues, managers, partners and stakeholders Deliver practice in a professional manner in keeping with North Yorkshire County Council's (NYCC's) Behaviour Framework and professional codes of conduct Ensure effective information sharing across teams/services
Resource management	<ul style="list-style-type: none"> Provide leadership, guidance and management to the NWD service Report malpractice, or evidence which may suggest it, to the line manager or other appropriate person by the whistle blowing procedure Be aware of best value and ensure prudent resource management including decision making for complex expenditure Be involved in the recruitment, monitoring, appraisal and disciplinary of staff as necessary Be involved in leading the development of the learning and development plan for the hub, including induction and on-going training, whilst auditing and managing training compliance Ensure services are effective to keep young people safe in their own community.
Systems and information	<ul style="list-style-type: none"> Be accountable for a service requiring complex budgetary planning, expenditure and monitoring with a high degree of financial risk. Manage the effective co-ordination, completion and quality assurance of organisational and regulatory systems across the NWD service

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	<ul style="list-style-type: none"> • Manage the auditing, collation and analysis of information to provide regular reports as required
Safeguarding	<ul style="list-style-type: none"> • Be committed to safeguarding; promote the welfare of children, young people and adults and raise concerns as appropriate • Provide additional support and comfort to young people and staff under stress and understand the impact of data protection and confidentiality issues • Give young people the opportunity to participate in decisions affecting them, as appropriate to their age and ability and taking their wishes and feelings into account • Ensure that young people are monitored and protected using agreed approaches, and utilise Signs of Safety as the key assessment and child protection approach to practice • Provide out of hours decision making regarding the support of complex young people, safeguarding issues and agreement for whether children and young people need to become looked after out of hours. • Chair, when required, multi-agency RAISE (Risk Analysis Intervention Solutions Evaluation) meetings to keep our most complex young people safe from exploitation.

Person Specification	
Essential upon appointment	Desirable on appointment
Knowledge <ul style="list-style-type: none"> • Substantial knowledge of safeguarding & child protection (including LADO requirements) • Understand Signs of Safety as an assessment and child protection tool or equivalent • Children's Act 1989 & 2004 • Working Together to Safeguard Children 2018 • Common Assessment Framework • Direct contact/working with people with social care needs • Understanding of and ability to analyse the wider care perspectives of people with social care needs • Liaising within the Directorate, with other agencies, professions, families and young people • Understanding of and commitment to Restorative Practice • Knowledge of Health and Safety at Work Act 1989 • Knowledge of IOSHH and willing to undertake subsequent responsibilities • Understand the role of Ofsted and their inspection framework • Understanding the management of change and your role within it • Understand best practice in the care of adolescents • Understand confidentiality and data protection within the role 	<ul style="list-style-type: none"> • Understand Therapeutic Crisis Intervention or similar • Have awareness of best value and effective use of resources in line with NYCC's budgets and service plans • Knowledge of pathways for young people at key transition points and post 18
Experience <ul style="list-style-type: none"> • Substantial experience of working with young people aged 13-18 and their families • Experience and resilience in working with young people with complex and challenging behaviours • Experience of supporting staff working in challenging situations 	<ul style="list-style-type: none"> • Substantial experience of working in a residential setting • Experience of developing

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<ul style="list-style-type: none"> Experience of working with established systems and procedures to ensure secure and accurate recording of information 	and deploying complex rotas and resources
<p>Occupational Skills</p> <ul style="list-style-type: none"> Good communication, interpersonal and advocacy skills The ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post. Risk management and assessment skills Time management skills Team working skills Numeracy and literacy skills Inter-agency collaboration skills IT skills to effectively use systems for practice Ability to use computer systems such as MS Office and Intranet/Internet, and LCS system (or similar) Effective recording/report writing skills Problem solving skills and the ability to find innovative solutions Ability to drive forward plans for young people Supervisory and appraisal skills Ability to drive quality practice within a team Ability to effectively manage resource and performance issues Ability to safely recruit staff Demonstrate effective communication skills (nonverbal communication, active listening, self-regulation, emotional competence) Demonstrate excellent recording skills Demonstrate ability to direct clinical specialist resources to meet service need. 	<ul style="list-style-type: none"> Experience of auditing systems and recording Experience of petty cash systems and compliance with auditing processes Experience of deployment of staff resources to meet need Experience of supporting/supervising sessional staff Experience of Signs of Safety and its implementation
<p>Professional Qualifications/Training/Registrations required by law, and/or essential for the performance of the role</p> <ul style="list-style-type: none"> Hold a final level professional or occupational qualification i.e. CQSW, CSS, DipSW or equivalent, or NVQ4 Child Care or graduate in a relevant field or equivalent. PLUS NVQ4 in Care Management (or willingness to undertake it) For the Alternative Provisions/SOS lead a social work qualification is essential 	<ul style="list-style-type: none"> DiPSW, SW Degree, CQSW, CSS or equivalent QCF Level 5 Diploma
<p>Other Requirements</p> <ul style="list-style-type: none"> Flexible attitude to hours of work, including sleep-ins and waking nights and covering service needs across the range of placement options Ability to meet the travel needs of the post. Please be aware that this may involve significant travel implications and will involve transporting children and families. 	
Behaviours	Link

NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying



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some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.