ST. ELIZABETH’S CENTRE

**Much Hadham, Hertfordshire, SG10 6EW**

# JOB TITLE Assistant Manager (Children’s Home)

**LOCATION St Elizabeth’s School and Children’s Home**

**RESPONSIBLE TO Registered Manager**

**ACCOUNTABLE TO Director of Health and Care**

## Scope of the Job

To work towards an outstanding service for children and young people.

Responsible for all aspects of the day to day running of their named houses and staff teams (including floats) ensuring:

* compliance with all relevant legislation and statutory regulations.
* a high quality care and support to children and young people based upon their individual needs as documented in their person centred care and support plans, risk assessments and St Elizabeth’s values and standards.
* encouragement of individual young people to achieve their potential and live life to the full.
* a safe, caring, consistent and youthful environment in which growth and independence are encouraged and nurtured.
* the safety and wellbeing of all young people including safeguarding and child protection.
* adequate staffing levels, with fair, equitable and effective staff rotas.
* completion of robust audit with appropriate actions.

Lead residential care teams who deliver care and support to young people in various aspects of their day to day life, including: Learning/Leisure/Activities, Daily Living; Personal Care; Education; Emotional, Spiritual and Cultural needs; Management of Finances; Health, Safety and Risk Management

As a member of the Children’s Home Management Team you will also

* contribute to the development and implementation of service development plan and quality assurance framework.
* participate in a rota to provide 24-hour cover, as the person in charge, linking with the HCMT Member (Bleep 99) in case of a major incident.

The Assistant Manager will work on a rota to ensure good management cover and support for the duty managers.

As a member of the Children’s Home Management Team, lead in providing the varied residential services for children and young people. The post holder will strive to meet the needs of the children and young people in their care with respect for their individual rights and personal dignity.

The post holder will demonstrate good care principles and values such as confidentiality, anti-discriminatory practice and the rights of individuals to personal beliefs, identity and choice. These values should be reflected in everyday work practices and encouraged in colleagues.

The Assistant Manager is responsible to the Registered Manager and must keep the Registered Manager informed about any relevant issues arising concerning the children, young people and staff on their House.

The Assistant Manager is to be familiar with and adhere to St. Elizabeth’s School, Children’s Home and Centre policies and procedures.

The Assistant Manager will lead staff in delivering Care and Learning Experiences that meet and / or exceed the National Quality Standards for Children’s Homes 2015 and the Children’s Homes Regulations 2015.

The post holder will be aware of legislation and processes for children and young people who are “Looked After” and ensure that all necessary support and documentation is in place.

On designated shifts to be the responsible person for the service/school site, linking with the on-call HCMT member in case of major incident.

Ensure systems for the effective investigation and management of complaints and non-clinical incidents, ensuring lessons are learned and shared within staff including the nursing team as appropriate.

To undertake relevant projects in agreement with line manager.

To contribute positively to the development, effectiveness and efficiency of the service.

To uphold equality of opportunity, foster diversity and inclusion and enforce a zero tolerance approach to discrimination, bullying and harassment.

To maintain confidentiality and comply with data protection policy and legislation.

To deliver staff training where appropriate.

Work with the Manager to write, review and implement policies and procedures.

Act as a Child Protection Officer for the School and Children’s Home.

**KEY ASPECTS OF THE JOB**

**Care and Support**

To ensure each young person receives care and support in line with their individual care plan, placement plan and individual risk assessment and that these documents are a) communicated to all staff and b) kept up to date. This includes identifying potential risks and ensuring risk assessments are completed and findings translated into care plans for individuals and communicated to appropriate others.

Be the named lead, liaising with others to ensure that Individual Care Plans are person centred, meet the needs and aspirations of young people and that these are updated as necessary, with a minimum of every two months.

Ensure the managed team provide written documentation of care provided as applicable.

**1. Daily living support:**

To foster a homely and nurturing environment with high standards of cleanliness and

housekeeping, and promote daily routines providing structure and consistency for young

people. To ensure young people are encouraged and supported to take part in household

tasks in line with abilities and risk assessments.

**2. Care including Personal care:** To ensure individual care plans are consistently applied, encouraging independence and choice. This includes assistance with personal and intimate care as required for individual young people according to the dependency of the individual requiring support.

To ensure systems are followed for any changes in the needs of an individual young person to be reported to the senior staff member on duty promptly and to act upon reports received. Ensure all health concerns are reported to the Nursing team.

To ensure suitable staff attend hospital as required when young people are admitted, to ensure they are supported in their comfort, safety and wellbeing.

To deliver personal care in the event of a staffing emergency.

**3. Medication:** To work with the Health Agency to ensure that each young person has an adequate supply of prescribed medication, medication is stored in line with policy and legislation and that there are regular stock audits. To ensure medication is administered to individual young people (following training) in line with St Elizabeth’s medication policy, to include emergency medication after an epileptic seizure. This includes personally administering medication after training.

**4. Spiritual, Moral, Social and Cultural Needs:** To ensure staff communicate effectively with young people, encouraging young people to interact and engage in meaningful activities. To ensure staff are aware of the cultural identity and any specific needs/wishes in relation to an individual’s culture, e.g dietary preferences.

To ensure staff are aware of individual young peoples’ spiritual needs and wishes, and support individuals to participate in a range of activities to develop spiritually, morally, socially and culturally, eg charity events, special assemblies, celebratory days, faith services, active citizenship etc. Request pastoral support visits where applicable.

To ensure staff assist individual young people to keep in touch with family and friends by a variety of methods e.g phone calls and birthday cards.

To ensure staff contribute effectively to the prevention and management of challenging behaviours in a non-confrontational, non-judgemental manner, using a consistent approach and following behaviour management guidelines.

**5. Support during leisure and learning activities:** To ensure young people are accompanied and assisted in accessing the local community and attending their chosen leisure and learning activities in line with their care and learning plans. To accompany young people on outings and holidays as required as the leader of the group.

**6. Support with Managing Finances:** To ensure staff assist individual young people to keep their personal money safe and support young people with visits to the bank/building society, or do this on behalf of an individual if required, ensuring compliance with St Elizabeth’s financial procedures at all times, ensuring all money spent is properly accounted for through receipts, and co-operate with audits of young peoples finances.

**7. Health, Safety and Risk management:** To ensure all staff work safely and in line with St Elizabeth’s health and safety policy, guidance and training, following risk assessments, at all times.

To ensure systems are followed for the reporting of all incidents and near misses through St Elizabeth’s incident reporting system in a timely manner, and for reporting any safety hazards/concerns to the line manager without delay and for acting upon these appropriately.

Ensure that infection control practices are followed at all times.

**8. Safeguarding:** To ensure any safeguarding concerns and/or child protection issues are reported immediately using St Elizabeth’s procedure for reporting Safeguarding concerns and that these are acted upon appropriately.

**Leadership and Management**

1.Provide a positive role model and leadership to the staff team. Modelling high standards of professionalism.

2. Participate in the recruitment and selection of staff and ensure this complies with St Elizabeth’s Recruitment and Selection procedures.

3. Lead in developing and maintaining operational systems and the production and provision of management information.

4. Ensure staff (new staff, those promoted/changing roles and all others, plus agency) are properly trained and equipped to carry out authorised duties safely and effectively, (including formal (orientation) and yearly mandatory training, plus local induction and shadowing) and that they receive appropriate instruction and supervision, with the associated records completed and available.

5. Coordinate rotas, annual leave and training in line with St Elizabeth’s procedures, ensuring adequate staffing is maintained.

6. Ensure all staff know where to access St Elizabeth’s Centre policies and procedure and guidelines and that staff adhere to these at all times.

7. To provide formal supervision and appraisal to a number of Assistant Managers and/or Night Team Shift Leaders/Floats as required and to undertake audits to ensure supervision and appraisal policy requirements are met.

8. Ensure that staff conduct and performance is in line with the expected standards of St Elizabeth’s and take appropriate action in line with the relevant policies and procedures. Maintain discipline within the workplace, acting within and in accordance with St Elizabeth’s policies and procedures. Raise with your manager and Human Resources any issues of concern regarding staff, including misconduct, performance in relation to capability, ill health or grievance procedures in a timely manner.

**Health and Safety**

Fulfil the full range of responsibilities of a designated ‘Health and Safety Manager’ across full area of responsibility, as set out in St Elizabeth’s Health and Safety policy.

These include the practical implementation of the Health and Safety policy, the Health and Safety at Work etc. Act 1974 associated regulations and all other relevant legislation. In particular, to:

* Ensure the effective monitoring and reporting of Health and Safety performance
* Ensure that work activities are, as far as is reasonably practicable, conducted without detriment to the health and safety of employees or others who may be affected by their activities (including young people and their families and other visitors, contractors)
* Carrying out risk assessments on the premises and work activities
* Undertaking regular inspections to ensure the existence and effectiveness of control measures
* Ensure staff are made aware of the health and safety issues which affect them, that they are consulted on changes which may affect their health and safety and that they are involved in the process of risk assessment and informed of the outcomes of that process, including hazards and control measures
* Ensure all accidents, incidents and near misses are reported, reviewing all such reports and ensuring that a full investigation is carried out and appropriate remedial action taken, where necessary, and ensure any statutory accident reports (RIDDOR) are made in accordance with St Elizabeth’s procedures
* Ensure staff (new and otherwise, plus agency) are properly trained and equipped to carry out authorised duties safely with records completed and available.
* Ensure that Personal Protective Equipment is provided, used correctly an
* Bring any statutory/regulatory notice for attention of the Centre Management Team immediately (e.g. Environmental Health, Fire Officer, Ofsted, HSE)

**Financial Responsibility**

1. Work with your line manager, the Director of Education and Skills Development and the Finance Department to assess, understand and develop your budget on an annual basis.

2. Be responsible for budget management, ensuring efficiency, bringing to the attention of line manager any variances from budget and taking remedial action as appropriate.

3. Ensure that:

* income and expenditure align, bringing to the attention of Line Manager any potential or actual overspends.
* resources are used efficiently and equipment/other resources are not abused.

4. Ensure that systems are in place to manage young people’s finances in line with policies and procedures and that young people’s finances are audited at least every month.

5. Raise any concerns regarding financial abuse to the attention of the Manager.

6. Work with and support key staff to understand their responsibilities and relation to the management of finances.

7. Identify areas where the care plan needed for individuals does not meet the budget, and ensure this is communicated in a timely manner to your line manager and the contracts manager in writing.

8. Action the reassessment of young peoples needs as appropriate and communicate any changes to the funding authority via the review process.

9. Ensure residential house finances in relation to food and stores purchases are managed in line with polices and procedures.

10. To monitor expenditure in regards to house food purchase, allocated credit cards as directed and report to the Children’s Home Management Team and finance department as and when required.

11. To monitor that staff, Bank and Agency timesheets are processed in time for Payroll.

**Quality Assurance**

1. Actively promote evidence based care and keep up to date with the emerging thinking/findings from other specialist centres.

2. Initiate and develop and complete audits of service delivery and implement findings to improve service provision.

3. Ensure monthly managers checks are communicated to the Manager for inclusion in Regulation 34 reports to Ofsted.

**Working Together**

1. To liaise and work together with other team members, the multi disciplinary team (nurses, teachers and therapists) and external agencies when appropriate to ensure that all needs of children/young people and the wider Children’s Home/School service are met.
2. To take a lead role in residential house meetings, MDT meetings, Annual Reviews, LAC meetings, Initial Reviews and Focus groups ensuring effective use of time and resources. To ensure actions which are agreed are recorded in the minutes and adhered to
3. To communicate with families and carers as appropriate regarding the welfare of their child. Forge positive working relationships with families. Encourage and facilitate children and young people to keep in contact with their family and friends through a variety of means. To ensure that staff teams communicate in a professional manner and keep detailed records of their communication with stakeholders.
4. To contribute positively to the effectiveness and efficiency of the team.
5. Maintain effective communication systems across the service, ensuring relevant information and best practice is shared in a timely manner.
6. Maintain professional boundaries (including with staff and service users) and present a professional image of St Elizabeth’s at all times.
7. To ensure that managers checks are thorough, timely, and provide a forum for quality assurance.
8. Develop and maintain networks with statutory and voluntary bodies that contribute to the care of young people and communicate as appropriate.
9. Maintain communication with young people on an individual and group basis ensuring required actions to address issues are undertaken.
10. Ensure robust and effective communication is maintained with the Health Agency and other internal stakeholders.
11. Record and pass on information as necessary when on duty.

**Records and Reports**

1. To monitor that day-to-day administrative/operational tasks of the Residential House and wider Children’s Home/School service are completed and sign off where necessary. In particular, all record keeping associated with:

Individual Diary Sheets and Message Books

Independent Living Skills Documentation

Individual Care Plans

Seizure descriptions and other medical considerations

Integrated Behaviour Support Plans

Children’s clothes and personal belongings

Activity records

Communication with families / carers

Incident and Accident Records

Datix Incident Reporting

Initial, Monthly and Annual Reviews

Miscellaneous other activities reasonable required to ensure the smooth running of the Children’s Home and School services

Ensure that all records are of a high quality, robustly completed and regularly monitored.

1. To maintain accurate, legible and complete records relating to individual young people including daily records.
2. Monitor that Care Plans are up to date, appropriate and meets the individual’s needs. To ensure that care practice is of a high standard in accordance with all school policies.
3. Complete all necessary paperwork as required, including:

* Prepare and submit staffing rotas for sign-off by Manager
* Clear documentation on care delivered
* Incidents reports and investigations
* Day to day paperwork
* Statistical returns to other departments as required
* Safeguarding reports
* Track and evaluate incidents recorded on Datix and link with MDT as necessary to ensure actions taken as required to manage risks and meet young persons needs.
* Signing Off Datix, Incident and Accident Reports
* Timesheets

Each Assistant Manager has overall management responsibility for designated staff and their delivery of a service to a defined group of young people that will include individuals whose behaviours can be challenging. The ability of young people to communicate and self-advocate varies, and the post holder must ensure each individual is able to participate in accordance with their abilities. The capacity of each young person should be known to all, and care plans, risk assessments and activities tailored accordingly.

The post holder will be allocated a specific area of responsibility comprising one or more groups of young people (living in named residential houses with the associated staff team) and/or the Night Team. An Assistant Manager may also take the ‘lead’ on additional/specific project/responsibilities across the broader service.

Each Assistant Manager may be required to help provide cover for colleagues or deputise for the Manager as and when required. The post holder will work some of their shifts to cover as the Children’s Home Person-in-charge/Child Protection Officer/a emergency responder and undertake an equitable share of weekday/weekend shifts to provide an appropriate level of cover on a cost-effective rota basis.

This will exclude Centre Wide on call and taking responsibility as the Person in Charge of the Centre for some shifts on a site wide rota basis. From time to time, the post holder may be expected to change group and will also need to work flexibly across the service provision (comprising the School, Children’s Home, Adult Services and on-site College) according to service needs at the request of the Manager or a member of the Centre Management Team.

**Context**

St Elizabeth’s Centre includes a Special School and Children’s Home providing care and education for children and young people with moderate to severe learning disabilities and associated complex needs. We specialise in Epilepsy. St Elizabeth’s School and Children’s Home provides learning opportunities throughout the waking day.

The post holder will be expected to behave in accordance with St Elizabeth’s values, the Staff Code of Conduct, legal requirements and all of St Elizabeth’s policies at all times.

All staff are expected to carry out their duties in line with the Mission and Ethos of St Elizabeth’s which promotes the independence and personal dignity of all young people.

All staff have a shared responsibility for safeguarding children and young people. As St Elizabeth’s Home and College are on the same campus, this includes vulnerable adults as well as young people

Safeguarding means promoting welfare and protecting from harm or abuse. The post holder will be a designated Safeguarding Lead.

**General**

The post is classed as having a high degree of contact with children and/or vulnerable adults and is exempt from the Rehabilitation of Offenders Act 1974. It is therefore subject to an **enhanced DBS disclosure.** The post holder will be expected to work shifts including evening and weekend work.

The postholder will fully participate in St Elizabeth’s staff appraisal and supervision processes and undertake all training deemed necessary for the role and keep all essential training up to date. This includes MAPA ‘positive handling’ strategies training which includes physical interventions which require a level of physical health.

To maintain confidentiality and comply with data protection policy and legislation. The post holder will be expected to drive St Elizabeth’s vehicle if you are qualified to do so. The appointment is subject to completing a declaration of health, which may lead to a full medical examination upon request.

The duties and responsibilities outlined above do not represent a full list of the tasks the post holder will be expected to perform. It is recognised that the duties of all posts are subject to change from time to time. Alterations to duties and responsibilities and performance of similar tasks within the scope of and at the same level will be expected. The post holder will be consulted by the CEO or nominated deputy and/or the Manager before major changes to duties and responsibilities. Reasonable notice will be given before such changes are implemented.

The post holder will be expected to work flexibly in order to meet the needs of the service, such as is commensurate with the grade. I have read and understood the job description and person specification for the role of Assistant Manager.

Sign: ................................. Print Name: ......................................... Date: .........................

Person Specification

**Post: Assistant Manager (Children’s Home)**

**Location: St Elizabeth’s School**

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|  | Essential Criteria\* ***\*Reasonable adjustments will be considered within the needs of the service where applicable under the Equality Act 2010*.** | Desirable Criteria |
| Qualifications | Level 3 Diploma for Residential Childcare; or Children’s and Young People’s Workforce Level 3 Diploma; or equivalent NVQ3.  A willingness to enrol and complete Level 5 Diploma in Residential Childcare within 2 years of taking up this post if not already achieved (or equivalent\*).  (\*Equivalent qualifications include Level 4 RMA in Children’s Care or Level 5 Diploma Leadership and Management in Children’s and Young People’s Workforce)  Evidence of continued professional development in a childcare environment and willing to undertake further training.  Full UK valid Driving Licence and able to get to and from the workplace which is not on a public transport route. | A recognised social work qualification  GCSE or equivalent in Maths & English  Evidence of supporting others in attaining qualifications (including vocational qualifications) |
| Experience | Relevant experience of providing care and support to children or young people with additional needs/disabilities in a professional capacity in a residential setting.  Relevant experience of supervising and managing childcare staff within a management role and large children’s care home.  Experience linking resource to client need within a given budget.  Experience in assessing the care and support needs of young people with complex needs.  A positive track record of leading staff teams.  Experience in conducting risk assessments. | Experience of delivering staff training |
| Knowledge & Understanding | Good understanding of children and their development and of learning disabilities.  Good understanding of safeguarding legislation and associated policies. Knowledge of Children’s Homes Regulations/Quality Standards/Knowledge of The Children’s Act 1989.  Good understanding of health & safety issues in the care and support of children/vulnerable people. | Sound knowledge of epilepsy and associated disorders  Understanding of autism |
| Abilities and Skills | Ability to communicate effectively both orally and in writing and develop positive relationships with students, colleagues, residents, families, external agencies and professionals.  Ability to use Microsoft Word, Outlook and Datix.  Self-motivated, organised and flexible approach to work to meet service needs with the ability to prioritise and meet deadlines.  Good literacy and numeracy skills.  Ability to record work in accordance with statutory and service requirements.  Ability to undertake and pass St Elizabeth’s Centre’s on-site and off-site medication training courses.  Ability to assess and evaluate individual care plans.  Ability to lead and motivate a team including the ability to conduct appraisals and supervision sessions, lead training/induction/coaching.  Solution focussed with the ability to deal with conflict resolution.  Ability to take the lead in Safeguarding incidents and take the appropriate actions. | Ability to use other common IT software  Ability to manage change. |
| Other attributes | Commitment to:   * The work and ethos of St Elizabeth’s Centre * Equality and promoting respect and dignity for all * The care and well-being of children and young people.   Emotional resilience to work with people whose behaviour can challenge the service at times. | Negotiation skills |
| Special Circumstances | Suitability to work with children and vulnerable adults.  Willing and able to undertake the following as required after training:   * Work safely without supervision * Moving and positioning of children and young people (including hoists and wheelchairs) * Undertake MAPA (Behaviour Management) positive handling strategies training. * Assist children and young people with all aspects of personal care * Work with people whose behaviour, due to the nature of their additional needs, can challenge the service at times. * Support and accompany children and young people with a range of leisure activities.   Able to work a shift pattern, including some unsocial hours (a mixture of late and early shifts) and weekends. |  |