

## JOB PROFILE

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<b>Job title:</b>	<b>Assistant Team Manager – Children’s Home</b>
<b>Pay Band:</b>	<b>AFC 33 - 36 - £37,842 to £40,728</b>
<b>Directorate:</b>	<b>Specialist Children’s Services</b>
<b>Operational area:</b>	<b>Kingston and Richmond</b>
<b>Reports to:</b>	<b>Registered Manager</b>

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### **VISION FOR ACHIEVING FOR CHILDREN**

**Achieving for Children is passionate about ensuring the best possible outcomes for children and young people and will deliver the services they need to live safe, happy, healthy and successful lives.**

### **WHO WE ARE**

Achieving for Children is a community interest company created by the London Borough of Richmond upon Thames and the Royal Borough of Kingston upon Thames to deliver their children’s services. The company has delivered services since 2014. The Royal Borough of Windsor and Maidenhead joined the company in 2017. The Director of Children’s Services is responsible for the delivery of early help, health, social care and education services in their local area, either Kingston and Richmond or Windsor and Maidenhead. Corporate support services, such as ICT, HR and finance, are delivered company-wide. These services are led by the Chief Operating Officer, who is also responsible for company governance and for ensuring it delivers its contractual obligations to its commissioning Councils.

Achieving for Children continually reviews its structure and business practices in order to provide the best possible services for children, young people and their families in the most effective and efficient way. As a result, the key tasks in any job profile may be varied and the post-holder will be expected to take on such variations and duties consistent with the level of responsibility of the post.

### **PURPOSE AND RESPONSIBILITIES**

Ensure children living in the home are safeguarded at all times. Assist with leading, managing and motivating a team ensuring the service provided is consistent, effective and

delivers positive outcomes. Contribute to and support the development of practice, procedures and policy and to the professional development of the team. Be accountable for the provision of effective personal practice, effective, reflective professional supervision as well as line management and overseeing professional development plans. To assist the manager in achieving the aims and objectives of the Statement of Purpose. To deputise in the absence of the Registered Manager. To support and manage the staff to enable them to meet the needs of the children and young people. To undertake direct work with children and young people as appropriate. To assist in managing child protection concerns and complaints. To work in partnership with other professionals to achieve optimum outcomes for young people. To offer supervision and support to senior staff in line with Children's Homes Regulations and Quality Standards.

**Job content is listed below:**

1. Ensure each child is safeguarded and oversee any issues that arise to ensure they are dealt with according to appropriate timescales. Provide professional leadership on safeguarding issues in collaboration with other senior members of the team.
2. To be aware of the need to maintain a protective environment for the young people who have suffered forms of abuse and to develop ways in which they are able to trust adults, supporting staff to do the same.
3. To work within a model of understanding how trauma and abuse impacts attachment and subsequently, how this affects a child.
4. Ensuring that each member of staff is aware of each child's placement plan and their responsibilities for its implementation.
5. Attend childcare reviews and planning meetings to provide information and achieve best outcomes for young people.
6. Undertaking direct work with young people and acting as an appropriate role model.
7. Assist in developing systems in which young people are consulted about the quality of care they receive.
8. Maintaining accurate written records in logs and files both to record information and enable regular monitoring and evaluation to take place.
9. Working in partnership with parents, carers and other professionals to safeguard and promote the welfare of young people.

10. Facilitating, and ensuring the subsequent recording and taking action on children's consultation.
11. Ability to manage challenging behaviour within the spirit and model of the home, seeing the children as more than their behaviour and ensuring a reparative approach towards behaviour is supported throughout the team.

### **TEAM MEMBERSHIP**

1. Able to model and promote a culture of clear communication, supporting the development of effective communication skills in others.
2. Ability to gather information to inform judgement for interventions in more complex situations and in response to challenge.
3. Ability to routinely explain professional reasoning, judgements and decisions made and record these in a clear concise way.
4. Ability to use knowledge to make complex judgements in uncertain and ambiguous situations, supporting others to do the same.
5. Good problem solving and analytical skills with the capacity to devise and implement innovative solutions.

### **SUPERVISORY**

1. Assist in providing managerial support, guidance and direction in relation to staff duties and responsibilities
2. Assist with the recruitment and retention of staff.
3. Assist with designing and implementing the induction of new staff.
4. Guide staff in their key working responsibilities and ensure reviewing and updating takes place. Regularly monitor to ensure all work is in line with the care plan.
5. To set clear standards of performance and behaviour for staff, and monitor their performance through regular supervision.
6. Demonstrate experience in successful recruiting, performance managing, coaching and developing staff.
7. Offering 1:1 supervision to staff in line with Regulations and Quality Standards.

8. Use effective supervision to disseminate the attachment based, therapeutic ethos of the home.
9. Supervision of new starters and overseeing their probationary period.
10. Use supervision to reflect on practice, explore different approaches to support development, both of staff and of self.
11. Address staff issues in relation to conduct and competence of staff.
12. Help identify strategies to protect and promote their own wellbeing and the wellbeing of others.
13. To facilitate effective teamwork and establish good channels of communication that keep staff informed of any issues and developments.
14. Taking responsibility for planning shifts and ensuring their smooth running when on duty.
15. Providing consultation and informal advice and support to staff in relation to day to day matters.
16. Identifying and progressing individual training and development needs of staff in the context of their personnel development plans and recording this.
17. Undertaking annual appraisal of staff.
18. To be responsible for ensuring that supervised staff in the home are supported and assessed through the diploma programme within the appropriate timescales.
19. To support and advise staff to enable them to work effectively and integrate theory into practice, mentor/buddy new staff as part of their ongoing induction and development.
20. Addressing issues in relation to conduct and competence of staff.
21. Contributing to team and staff meetings to facilitate good communication and staff development.
22. Ensuring staff work within the home's policies, procedures and requirements of legislation.
23. Consistently support the non-institutional, nurturing ethos and culture of the home.

## **GENERAL**

1. To assist the Registered Manager in the implementation of all aspects of the Statement of Purpose.
2. Contribute to devising, implementing and evaluation of changes with the involvement of front line staff to continually improve services, systems and standards, in conjunction with the Registered Manager.
3. Extensive, sophisticated and up to date working knowledge of relevant national and local policy, statutory guidance and legislation in relation to the provision of social care services.
4. Keep up to date with all relevant changes in policy, practice and legislation and ensure that all staff have access to this information.
5. To deputise in the absence of the Registered Manager.
6. To ensure responsibility for the health and safety of staff and children / young people in the home ensuring all procedures are correctly followed, carrying out appropriate risk assessments and ensuring compliance with local and statutory requirements.
7. To drive company vehicles – subject to policies and procedures.
8. To work on a rota basis according to the needs of young people.
9. To provide on-call support out of hours according to a rota system.
10. To ensure that resources are allocated appropriately and financial records are accurately maintained.
11. To take responsibility for personal development and progress of individual training needs.
12. To carry out all other reasonable tasks as directed by the Registered Manager.
13. Ensure that all the work undertaken by yourself and staff under your management is conducted to the highest professional standards. Promote and implement the organisation's Code of Conduct and lead by example.
14. Champion diversity and equality in the development and delivery of services and in all aspects of people management.

15. Ensure the wellbeing of employees and service-users by actively promoting and complying with health and safety regulations, policies and procedures.

### ORGANISATIONAL VALUES

Trust - I am reliable, others can count on me to undertake tasks and deliver on what was agreed. I will do what I said I would do. I will encourage open and honest communication, and model clear and fair professional boundaries.	Essential	Interview
Respect - I will listen to and value other people's perspectives and differences. I will show empathy and humility in the way I communicate.	Essential	Interview
Empower - I help others to realise their ability and potential, and show emotional intelligence in my approach. I show appropriate and respectful use of the power given to me in my job or position and I use this to encourage and enable others.	Essential	Interview

### QUALIFICATIONS AND EXPERIENCE

#### Qualifications

Level 3 Diploma in Residential Childcare or Equivalent (for example NVQ level 3 in Caring for Children and Young People)	Essential	Application form
Diploma Level 5 in Residential Management	Desirable	Application form

#### Experience

A sound knowledge of child care and child development, developed through working directly with children and young people	Application form and interview
Experience of working with young people in a residential care setting	Application form and interview

Excellent working knowledge and understanding of current child care legislation	Application form and interview
Working knowledge of group dynamics	Application form and interview
Some experience in the management and supervision of staff	Application form and interview
Experience of managing petty cash systems and rota creation	Application form and interview

**Knowledge, skills and abilities**

Excellent communication skills (written and verbal) and able to form and sustain positive working relationships	Application form and interview
IT literate – ability to use Microsoft office packages	Application form and interview
Ability to manage personal and professional boundaries and guide staff in providing consistent practice and care	Application form and interview
Able to work in collaboration with the Home Manager in the management and deployment of the staff team	Application form and interview
Able to take responsibility for the operation of the home in the absence of the Home Manager	Application form and interview
Ability to understand the differing dynamics and distinguish between the differing needs of the individual and the group	Application form and interview
Ability to engage in a range of activities to develop and sustain appropriate relationships with young people	Application form and interview
Able to organise and prioritise own work and the priorities of the team	Application form Interview
Ability to direct, lead and motivate individuals and the team	Application form Interview
Ability to recognise and deal with conflict and challenging situations	Application form Interview
Able to use initiative and work autonomously within the boundaries of the role	Application form Interview
Ability to cope with the pressures of a residential care setting	Application form and interview

Able to provide formal supervision and manage staff performance	Application form Interview
Ability to constructively engage with and positively influence others	Application form Interview
Committed to anti-discriminatory practice and anti-oppressive approach and able to translate this attitude into practice	Application form and interview
Commitment to personally undertake further training and development and a commitment to the training and development of the team	Application form and interview
Able to meet the requirement of working on a shift/rota basis	Application form and interview
Actively listen, articulate, encourage openness, clearly set expectations. Adapt to the audience in style and method both verbal and non – verbal	Application form and interview
A positive role model who drives the achievement of the home's objectives through planning, implementing, reviewing, and engaging the team	Application form and interview
Listens to ideas and agrees expectations and parameter. Monitors and evaluates outcomes offering constructive feedback for continuous improvement	Application form and interview
Represents themselves and the organisation with integrity and credibility. Delivers to the highest standard. Protects the boundaries of confidentiality	Application form and interview
Expertise of the role with comprehensive understanding of best practice, current policies, procedures, regulation and legislation. Demonstrates commitment to continual development to enhance performance of self and team	Application form and interview
Demonstrates effective skills to prioritise, plan, monitor and evaluate to ensure the continual development of the provision	Application form and interview
Dedicates time to identify development opportunities, addresses issues, sets SMART objectives with clear expectations. Offers regular constructive feedback to enhance performance	Application form and interview
Demonstrates commitment to promoting and supporting the health, safety and wellbeing of individuals through a supportive workplace culture. Can be fair and supportive, empowering	Application form and interview



individuals to act with more autonomy and encourages decision making relating to their work	
Ability to demonstrate a high level of determination, personal drive, energy and ambition to achieve challenging targets and improve outcomes.	Application form and interview
Commitment to an organisational culture and the development of services that value equality and diversity.	Application form and interview

*This job profile is provided for guidance only. It will be reviewed, updated and amended in accordance with the changing needs of Achieving for Children and the specific requirements of the role.*

**Updated: September 2019**