

<b>Job title:</b>	Deputy Manager – Supported Accommodation (16+)
<b>Grade:</b>	GRADE OP4
<b>Location:</b>	Cornock-Taylor
<b>Responsible to:</b>	Service Manager
<b>Responsible for:</b>	All staff in the home
<b>Overall Purpose:</b>	To assist the manager in the management of the home, including the staff, the budget, the resources and fabric of the building and the welfare of the young people, with the objective of achieving the highest standard of service delivery. The post holder will also deputise for the manager in his/her absence.

**Our vision is for every child and young person to be safe, loved and happy, to achieve their potential and have a bright future.**

**Our mission is to create brighter futures for children and young people by**

**Caring** about children, young people and our colleagues.

Being **Respectful** of every individual and value the strengths in everyone.

Being **Professional** and committed to reflection and continuous learning.

Being **Flexible** and agile so that we can be fit for the future.

Being **Honest** about what we can do and optimistic about the future.

Being **Creative** and passionate about positive change.

## **KEY RESPONSIBILITIES**

### **1. Managing Service Delivery**

- 1.1 To assist the manager in reviewing and managing referrals into the service, ensuring appropriate matching with current residents.

- 1.2 To assist the manager in ensuring all young people in residence at the service are risk and needs assessed and that these assessments are regularly reviewed and updated.
- 1.3 To support the manager in ensuring that high quality support and transition services are provided to young people, in line with the service specifications required by the relevant local authorities.
- 1.4 To safeguard young people through sound management strategies, collaborative working with external agencies and emergency services and compliance with local authority safeguarding procedures in prevention of youth offending and the criminalisation of young people.
- 1.5 To promote the participation of residents in the running of the service, including encouraging feedback, facilitating residents meetings, responding positively and professionally to complaints, and passing information to the rest of the staff team and partner agencies where appropriate.
- 1.6 To communicate effectively with other practitioners and professionals, representing St Christopher's in a positive and professional manner, and to ensure that other staff do likewise.
- 1.7 To liaise on a regular basis with placing authorities, ensuring good communication is maintained in relation to the young people already placed and potential new referrals; to provide updates and regular written reports
- 1.8 To develop good professional links with Local Authorities, Social Services departments, CAMHS, the Benefits Agency and other government departments, referral agencies, charitable trusts, and voluntary sector organisations who might offer resources or individual client services, for young people.
- 1.9 To actively promote positive relationships with neighbours and local communities.
- 1.10 To actively challenge racism and to work to reduce the overrepresentation of care leavers and minorities within the youth justice system and to adhere to and promote St. Christopher's Equality and Diversity policy in all aspects of the work and to actively challenge discriminatory practice.

## **2. Managing People**

- 2.1 To actively contribute to the development of the team, supporting the manager in giving constructive feedback on performance and providing leadership and guidance to ensure that the team works together collaboratively, and a consistent approach to childcare is achieved.

- 2.2 To assist in the production of rotas and the efficient and effective deployment of staff on a day-to-day basis, ensuring adequate cover at all times.
- 2.3 To be involved in staff recruitment and in the monitoring and management of performance and attendance, in line with HR procedures, including participation in formal disciplinary and grievance processes.
- 2.4 To ensure that staff are supervised and appraised and undertake these tasks for allocated staff.
- 2.5 To assist the manager in developing annual business and training plans for the home.
- 2.6 To be actively involved in induction processes and in the coaching and training of staff in the home.
- 2.7 To maintain good communication systems, including handovers, Clearcare and staff meetings.
- 2.8 To actively contribute to the development of the team, supporting the manager in giving constructive feedback on performance and providing leadership and guidance to ensure that the team works together collaboratively, and a consistent approach is achieved.

### **3. Managing Finance**

- 3.1 To assist the manager in operating the home within the budgets set and in compliance with St Christopher's financial procedures and guidelines.
- 3.2 To assist the manager in monitoring on-going expenditure to ensure no overspends and to alert the manager to any discrepancies immediately.
- 3.3 To ensure that staff operate financial systems within the required guidelines such as petty cash or ordering of supplies.
- 3.4 To maximise income and minimise arrears, and ensure that the staff team is fully engaged in this activity.

### **4. Managing Resources**

- 4.1 To proactively address any nuisance caused by young people or their guests, implementing the warnings procedures according to agreed policies and procedures.
- 4.2 To assist in maintaining a safe environment in the home, complying with health and safety and other legal requirements.
- 4.3 To assist in maintaining the fabric of the building, its grounds and equipment in good condition, encouraging staff and young people to care for their surroundings and make best use of the available resources.

- 4.4 To ensure a swift turnaround of voids – including making ready rooms for new occupants.
- 4.5 To actively promote positive relationships with neighbours and local communities.
- 4.6 To ensure that licence agreements are adhered to and take action to tackle any nuisance caused by young residents or their guests, implementing the warnings and eviction procedures according to agreed policies and procedures.

## **5. Professional Standards**

- 5.1 To ensure that all the work undertaken by yourself and all staff is conducted to the highest professional standards and lead by example in standards of conduct.
- 5.2 To personally model and maintain high standards of practice and to be flexible, adapting to meet young people's needs.
- 5.3 To report to the manager, or other appropriate person, any malpractice or evidence which may suggest it.
- 5.4 To attend supervision as arranged with your line manager and participate in St Christopher's performance appraisal scheme.
- 5.5 To promote and implement all of St Christopher's policies and procedures and report to a line manager, or other appropriate person, malpractice or evidence which may suggest it.
- 5.6 To keep abreast of good practice and attend relevant training and development activities in order to develop own skills.

## **6. General Responsibilities**

- 6.1 To take part in shared on-call responsibility for the supported accommodation out of hours.
- 6.2 To be aware of and adhere to St Christopher's Health and Safety policy at all times.
- 6.3 To adhere to and promote St. Christopher's Equality and Diversity policy in all aspects of the work and to actively challenge discriminatory practice.
- 6.4 To promote and implement all of St Christopher's policies and procedures and report to a line manager, or other appropriate person, malpractice or evidence which may suggest it.

**The duties as outlined in this job description are not exhaustive and may change from time to time due to the changing nature of the working environment. You are expected to carry out all appropriate tasks necessary to meet the needs of the service, or as may be requested by your manager.**

## Person Specification

The following are objective criteria, essential for the performance of the role, which will be used to shortlist candidates for interview. You should ensure that you cover these criteria in the supporting statement that forms part of your application form.

	ESSENTIAL	DESIRABLE	ASSESSMENT METHOD
<b>QUALIFICATIONS</b>	GCSE English and Maths A-C grade, or equivalent		Application
		Professionally qualified with Degree in Social Work or equivalent, or at least Level 3 NVQ Diploma in Residential Care or equivalent.	Application
	Willingness to undertake vocational Diploma if required by forthcoming regulations for Supported Accommodation		Interview
<b>EXPERIENCE &amp; KNOWLEDGE</b>	At least two year's relevant experience providing housing and/or support services to homeless or vulnerable individuals, including young people.		Application and Interview
	Experience of effectively managing, motivating and supervising staff		Application and Interview
		Experience of managing tenancy and/or licence agreements.	Application and Interview
	Knowledge of the legal and regulatory framework relevant to the provision of housing services for children and young people.		Application and Interview
<b>SKILLS &amp; ABILITIES</b>	Ability to relate successfully to individuals from a wide variety of backgrounds and to communicate effectively at all levels, both orally and in writing		Application and Interview
	Numeracy skills to manage budgets efficiently and contribute to the budgetary process		Application and Interview

	Ability to lead, motivate, supervise and support staff and be a positive role model and effect improvement where necessary	Application and Interview
	An understanding of, and clear commitment to equality of opportunity, both in the delivery of services and in relation to the conduct of business with colleagues, service users and external parties	Interview
	Ability to represent the organisation to outside bodies and within local communities	Application and Interview
<b>SPECIAL REQUIREMENTS</b>	Ability to participate in the On call system operated within the home	Interview

*A – Application*

*I – Interview*

*T -Test*

*St Christopher’s Fellowship has a minimum age requirement of 21 for roles working directly with children and young people in our residential and semi-independent Homes.*

*St Christopher’s is committed to equal opportunities and welcomes applications from all sections of the community. We particularly encourage applications from males and older candidates, who are currently under-represented within St Christopher’s Fellowship.*