

Residential Deputy Manager

Service	Reporting to	Grade	Salary	Hours
Children's Residential Services	Head of Home / Homes Registered Manager	3C +2	£ 40,777 - £44,075	36

About the role

- You will contribute to the development of the service, embedding the vision and culture, helping to ensure that services are responsive to the needs of young people.
- You will deputise for the Registered Manager in their absence, undertaking all the day to day responsibilities of the Registered Manager
- You will be directly involved in the care and development of young people, making sure that they have appropriate plans in place, they know their options and their views are listened to.
- You will know what services and resources are available to support young people sharing this with the team.
- You will contribute to the recruitment, training and development of staff, including induction, ongoing training, appraisals / PDR's, training audits, and learning and development plans.
- You will develop and maintain positive working relationships with staff and other professionals, young people and their families / carers, communicating well at all levels, showing consideration, concern and respect for other people's feelings, opinions and differing needs and viewpoints.
- Working alongside the Registered manager, you will provide a safe nurturing environment, ensuring that risk assessments are carried out and requirements are adhered to.
- You will provide evening and weekend On-Call assistance to all homes across the service, in line with the On-Call policy, on a Rota basis. Additional payments will be made for this
- You will keep up to date with policies and procedures, legislation and new initiatives, ensuring that all staff are aware of their responsibilities.
- You will have good analytical skills, making effective and timely decisions when required by seeking all possible relevant information, consulting appropriately, probing the facts and analysing information from different perspectives.

- You will build effective relationships with children, young people, adults and families by regularly reviewing client / carer needs and provide appropriate interventions to ensure that all services contribute effectively to the overall care plan.
- As required, you will have the ability to react to immediate problems of a highly complex nature, managing conflict and able to deliver immediate solutions sometimes under extreme pressure.
- You will establish and maintain personal and professional boundaries. • Ability to implement appropriate interventions to safeguard young people.

Key outcomes

- Alongside the Registered Manager, you will offer advice, support and guidance to adults, carers, families and children in need. Working as part of a multi agency team you will display a genuine commitment to the needs and welfare of vulnerable children to ensure the best outcomes for them.
- You will work co-operatively with others by readily sharing ideas, information and knowledge, enabling full participation in assessment, planning, review and decision making. You will co-operate and work well with other professionals in pursuit of goals by sharing information, acknowledging contribution and supporting others.
- You will ensure that the safety and welfare of children and young people that you come into contact with during the course of your professional duties is paramount at all times, responding appropriately to signs of harm, abuse and neglect and managing risk appropriately.
- You will support, encourage and motivate young people ensuring that every young person becomes a confident, resilient adult by focusing on building strong relationships, developing resilience, learning life skills and exploring opportunities to help them achieve their goals.
- You will ensure that young people are involved in discussions and decision making, ensuring that co-design and young people's voice is core to all aspects of delivery.
- Alongside the Registered Manager, you will ensure that the service operates at the highest standard, providing highly responsive care, built on trusting relationships.
- As part of the management team you will manage a 24 hour service, providing leadership and guidance to the team as required, supervising and deploying staff effectively to provide the necessary support and interventions, and making key decisions to contribute to the overall care plans.

What we need from you

- To model and demonstrate our values and leadership behaviours.
- You must hold a Level 5 Diploma in Care and Leadership and Management or equivalent (or willingness to undertake).
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- Previous relevant experience of working with children/adolescents with complex needs who present high risk.
- Previous supervisory / management experience
- Enhanced DBS clearance and you will be required to sign up to the DBS Update Service within 30 days of a cleared certificate.
- Commitment to a Multi- agency approach, proactively supporting young people to ensure the best outcomes for them.
- You will undertake formal supervision of staff as directed by the Manager and contribute to the induction and ongoing training and development of new staff.
- To take responsibility as agreed with the Registered Manager for specified significant areas of work in the Home.
- Ability to confidently and accurately assist with all duties relating to the financial management and administration of the Home.
- Demonstrate excellent knowledge of Trauma Informed Approach and Restorative Practice.
- You will be able to demonstrate awareness of relevant legislation and implement / adhere to it as appropriate.
- Detailed knowledge of National Quality Standards, Children's Home Regulations and Safeguarding Frameworks.
- To keep informed of changes to legislation, practice and policies and disseminate as appropriate to the staff team.
- Contribute to the delivery and review of the Home's Statement of Purpose.
- To ensure that there are robust effective systems in place which provide suitable evidence to Ofsted and HMI inspectors and wider Council inspections.
- You will ensure quality assurance across the service and deliver against key performance targets, providing reports as necessary.
- To be responsible for the preparation and implementation of the rota which provides as necessary appropriate staffing cover for the service at all times. To work on that rota as necessary, taking an appropriate share of evening and weekend shifts to ensure that leadership in the Home contributes to high standards and continuity of care at all times
- Willingness to flexibly work outside of standard office hours as required by the needs of the service
- To sleep in as and when required.
- You will need to demonstrate problem solving skills and the ability to find innovative solutions
- Ability to communicate equally, appropriately and effectively with the widest range of individuals and groups across all sectors and levels of society.
- You will have a good level of competency in basic computer skills including the use of Word, databases, the internet and email having regard to the GDPR and associated policies.
- You will ensure that all information received and disseminated, whether verbal or written, concerning all employees, prospective employees or clients, is treated in the strictest confidence, and that all such information held is regulated and controlled in a similar manner.
- You will carry out your duties to the highest standard, with full regard to the City Council's and service's Policies, procedures, protocols and Code of Conduct.



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- You will actively promote equality by identifying potential for discrimination and challenging inequality in all circumstances. Through personal example, open commitment and clear action, you will ensure diversity is positively valued.



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What we can offer you

Your ongoing professional development and success in your role is important to us, and that is why we provide a variety of learning and development opportunities. Within the sections below you will find development options tailored to you which will enable you to further develop your existing skills and learn new ones at a pace that suits you best. If you are joining us now, your development will form part of ongoing discussions with your manager. If you are an existing employee, you should use your Personal Development Reviews to discuss your development with your manager and create your development journey. It's important you also take full advantage of any informal learning available to you during the course of your work.

Developing your leadership skills

We want to equip our leaders with the knowledge, skills and behaviours outlined in our #LeadingSalford programme. Our aim is to support you to lead highly engaged, motivated teams in today's rapidly changing environment. This will be achieved through a range of bite-size Master Classes designed to help you meet the expectations that we have of our Salford leaders. In addition to the core Master Classes, we also provide accredited leadership programmes which let you build on your experience, learn about emerging approaches, and further develop your leadership practice.

Online learning

Develop your knowledge across a wide range of areas through our Me-Learning platform, with over 200 free courses to choose from. To have the best possible start and comply with current legislation, you must complete the following modules: Welcome to Salford, Health and Safety in the Office, GDPR, Equality Essentials, and Safeguarding Children and Adults. You may also benefit from a variety of courses in categories such as Business Skills, IT and Project Management which are available to learn at your own convenience and pace.

Professional Development

Gain role specific skills and time to learn through a wide range of development opportunities. Learn whilst working and get support towards your qualification through an apprenticeship standard. Access professional development ranging from entry level to master's type qualifications, including achieving a role appropriate qualification. Details can be found on [the Institute of apprenticeships](#) website.

Tailored Development

Level 5 Diploma in Care and Leadership and Management.

Minimum Level 3 Diploma in Residential Childcare or equivalent qualification, in accordance with Children's Homes regulations



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A digital organisation

Developing your digital skills

Our ambition is to provide our workforce with the right level of digital capabilities needed to be successful. Whatever your current digital abilities are, we can provide development ranging from essential workplace skills to specialist workplace skills. These will be delivered through our Digital Skills Academy using both self-directed and guided learning opportunities to enable you to develop. Additionally, you can access free online courses through the [iDea](#) website.

Sharing your digital skills

Our goal is to support you to share your digital knowledge with other people. Our Digital Eagles programme has been designed to cover basic digital skills and build your confidence to assist others. By the end of this programme, you will join hundreds of staff members who already are digital eagles, and be able to help colleagues, customers, residents, or people in your personal life with all things digital.



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Our leadership behaviours

As a values-based leader you will:

- Model the values and embed them into the way your team delivers services.
- Hold people accountable for demonstrating the values.
- Respect and care for others, treating everyone fairly, valuing and welcoming diversity, respecting people's identity, listening and acting on the things people say to enable everyone to achieve their full potential.
- Be honest, taking responsibility for your actions and decisions.
- Use resources that you are trusted with wisely.

To lead others, you will:

- Listen to understand, not to defend.
- Give people the freedom to use their initiative.
- Provide opportunities for people to discuss and solve problems and issues – focussed on learning, not blame.
- Regularly provide coaching and support to others to help them achieve their objectives and potential.
- Appreciate and build on people's strengths.
- Motivate, engage, encourage and inspire others in order to be the best they can be.
- Build lasting productive relationships with residents, partners and elected officials.

To lead outcomes, you will:

- Be visible, inject pace, vigour and purpose.
- Expect high standards; mediocrity is not acceptable.
- Take an evidence and whole system approach in making decisions.
- Maximise technology and models to deliver quicker, easier, better services.
- Have a digital mindset, fully utilising digital systems and solutions to deliver services efficiently and effectively.
- Set context and challenging goals that will motivate people to take ownership, maximise performance, and develop.

To build and communicate a vision for the future you will:

- Be optimistic and ambitious for the city and its people, helping others to understand the need to change how we do things.
- Build strong collaborative relationships to find creative ways to make services more sustainable and flexible.
- Recognise and value the strengths of people and places, taking a strengths-based approach to make the most of opportunities.
- Support people through change, in undertaking new things, and taking risks.
- Take a place and whole system approach in designing, delivering, and leading services developing solutions with our partners.
- Ensure inclusion is integral to service delivery and organisational performance and develop a resilient, diverse workforce who reflect the increasing diversity of our city.
- Be optimistic and ambitious for the city and its people, helping others to understand the need to transform public services.



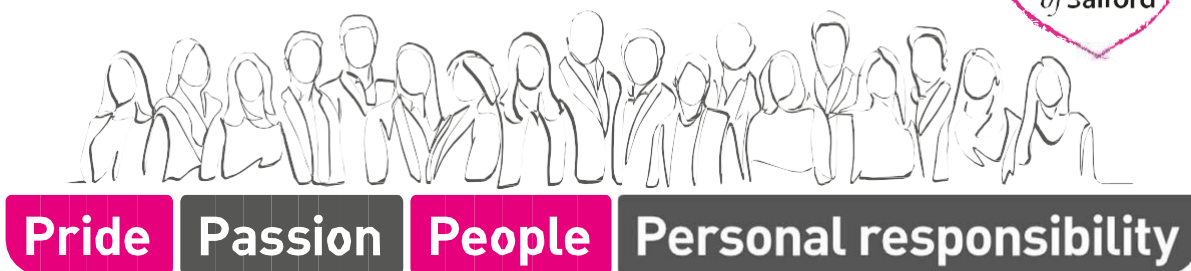
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Our organisation's values

We have four values: Pride, Passion, People, Personal responsibility.

[Our four values](#) are central to the way we communicate about the council and the way in which we behave with colleagues, customers, and partners - so that we live and breathe our values each day.

Our values



Application guidance

We are a values-based organisation so reflecting our values or a values-based approach in your evidence will support your application.

The different sections of this role profile are there to give you an understanding of the purpose of the role. The 'what we need from you' section outlines the minimum criteria you will need to meet within your application.



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