

Assistant Manager - Residential

Service	Reporting to	Location	Grade
Assistant Manager - Residential	Manager	Route 29	4A+2

About the role

- You will contribute to the development of the service, embedding the vision and culture that generates commitment to the Route 29 way of working, helping to ensure that services are responsive to the needs of service users and their families / carers.
- To deputise for the Registered Manager in their absence, undertaking all the day to day responsibilities of the Registered Manager
- You will take responsibility for managing and supervision staff, budgeting and resources and delegating tasks and areas of responsibility to the Portfolio leads and keyworkers.
- 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 and their families /carers sharing this with the team.
- You will identify, organise and source appropriate training and development for staff
- 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 manager, you will provide a safe nurturing environment, ensuring that risk assessments are carried out and requirements are adhered to.
- 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.

Key outcomes

Alongside the 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 and adults 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, young people and vulnerable adults 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.

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 Manager, you will ensure that the service operates at the highest standard, providing highly responsive care, built on trusting relationships.

What we need from you

- Level 5 diploma in residential childcare or equivalent or willing to work towards one NVQ L5 Leadership and Management in Residential Childcare
- Previous experience of working with children and families within a residential setting
- Hold the NVQ L 3 children and young people workforce
- You will be able to demonstrate awareness of relevant legislation and implement / adhere to it as appropriate.
- Willingness to flexibly work outside of standard of office hours as required by the needs of the service
- DBS clearance
- 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.
- 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, the internet and email having regard to the GDPR and associated policies.
- To sleep in as and when required.

- To be responsible for the preparation and implementation of the rota which provides as necessary appropriate staffing cover for the home 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 unit contributes to high standards and continuity of care at all times.
- 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.
- You will undertake formal supervision of staff as directed by the Manager and contribute to the induction of new staff.
- To take responsibility as agreed with the Registered Manager for specified significant

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.

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.

Our leadership behaviour framework

Leadership is action, not a position. It's not just what we do but how we do it.

Whatever your role at Salford, we all strive to achieve our vision and the best outcomes for the residents and communities of Salford.

As leaders, we all have an important part to play in achieving our organisational and service priorities. These priorities give us direction and a shared purpose in our roles and should be the focus when making decisions.

We can help make these priorities a reality by living and breathing our Salford values and leadership behaviours.

This framework is broken down into three main areas:



Leading Self - making sure we are role modelling the values and invested in our own development, demonstrating integrity and authenticity.

Leading People - where we create high performing teams, and a culture that is inclusive, open and where everyone has a voice.

Leading Salford - setting the vision and purpose, and connection to the city, empowering others around you to ensure residents are at the heart of what we do.

This behaviour framework will support us all to reflect and hold ourselves, and each other to account, as we strive for continuous improvement.

Full details of how this framework shapes our Leaders and is delivered in the workplace can be found on the [Salford Leadership](#) pages of our [greater.jobs](#) website.

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



Pride **Passion** **People** **Personal responsibility**

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.

Role details

Completed by:

Date:

Job code:

Job score:

Date of evaluation: