



Job Description Deputy Manager Children and Young People (CYP)

Role Summary

The role of Deputy Manager is to support the Registered Manager in the day to day running of the children's home, including deputising for them as and when required. The key responsibilities will be to assist the Registered Manager in the management and development of the home and support staff to drive the delivery of an excellent quality service for the people khaya supports. In the manager's absence you will have full responsibility and accountability for the running of the home.

You will ensure a consistently high standard of care in accordance with legislation, central government guidance, regulations and standards, and the policies and procedures of the company.

At all times the Deputy Manager's behaviour, performance and conduct must promote a positive image of khaya that reflects khaya vision, mission and purpose and upholds khaya vision.

You will be accountable to the Registered Manager

Our job descriptions are all written with the following four key points about khaya in mind:

1. Our Vision

For all people with a learning disability to live a life that makes sense to them.

2. Our Mission

We will support a sense of wellbeing through a celebration of each person's unique gifts, talents and contributions, the quality of our relationships and ensuring the promotion of real oppkhayanities to connect with others.

3. Our purpose

To achieve excellence in everything we do.

khaya's "*primary purpose*" is to make a positive contribution to the lives of children and adults with disabilities. We make this contribution by ensuring that all our interactions are great, that our knowledge and skills represent excellence and that we support people to develop purposeful and warm

relationships. Our “*secondary purpose*” is to have a positive influence in our local communities and on our sector by connecting well, nurturing partnerships and demonstrating best practice.

4. Our DNA

khaya has a particular way of working with people and because it is so important to all our activities we call it our ethos. It is a combination of our values and the way that we put those values into actions that is unique to khaya. Through our Promises and Value Base, the promotion of Great Interactions and Person Centred Approaches, we aim to support every person to live a life that makes sense to them, with a level and style of support of their choosing.

Responsibilities

You will be required to carry out a range of duties within your role. The key responsibilities are detailed below but there will be other duties consistent with the role that you may be requested to undertake by your line manager.

The Children and Young People We Support

1. You will safeguard and promote the welfare of all children and young people in the home by being familiar with and aware of the children's home's safeguarding policy, procedures and guidelines and to adhere to them at all times.
2. Lead, exemplify and evaluate excellent practice. To ensure a high standard of practice within your staff teams.
3. Take part in the assessment process of potential new admissions to the home. This is inclusive of the emergency placement.
4. Monitor and revise young people's care and placement plans ensuring the identified needs of the young people are being met and be accountable for the overall quality of these documents.
5. To bring to the attention of a senior colleague any matter for concern over the well-being, safety or safeguarding of a young person we support.
6. To ensure young people's therapy programmes are completed and your staff team understand how to implement these and the impact of them for young people.
7. Manage and record young people's meetings within the home.
8. Communicate consistently between parents and the home, making sure they are informed of all relevant information relating to their child.
9. Promote and implement khaya Equality and Diversity policies and procedures, ensuring that the children and young people are treated with respect, dignity, inclusion and equality.

Our Staff

10. Ensure the effectiveness of staff through regular support and supervision, development oppkhayanities and the application of HR policies.
11. Coach, train and mentor staff up to Team Leader level to enable them to lead and deliver best practice.
12. Promote a culture of continuous professional development for all, where learning and development activity is closely linked to individual, team and organisational priorities.
13. Statutory and mandatory training and/or qualifications are achieved within agreed timeframes.
14. Promote the health and safety of employees at work and of people supported through the implementation of khaya corporate Policy for Health, Safety and Welfare at Work in accordance with all relevant statutory requirements.
15. To be accountable and take responsibility for applying your learning, training and skills to ensure staff support the children/young people in a way which embodies great interactions, through active support, using people's preferred method of communication and to act as a role model with this.
16. To ensure young people have regular social oppkhayanities that these are enriching and reflect their personal interests, and support them to participate in local communities.
17. To ensure all new staff are managed and supported using the guidance and documentation in their probation induction and objectives.
18. To ensure that all staff have personal development plans that identify and address areas of training needs and support their continued professional development,
19. To ensure that all staff undertake all required and mandatory training and that they also have oppkhayanities for further CPD as agreed through appraisal or supervision sessions.
20. To model excellent support and to use and embed Positive Behaviour Support.
21. To provide a lead contribution to the development of Positive Behaviour Plans ensuring that these plans are understood and followed by the staff team.
22. To maintain professional boundaries at all times with all young people, staff, visitors and families.
23. To act promptly, fairly and clearly on any issue involving poor practice from a staff member, ensuring this is clearly documented, with agreed actions. You will review and as necessary consult with HR

and performance management policies and procedures outlined in khaya training and development frameworks.

24. Be involved in the recruitment, interviewing and induction of staff alongside the manager.
25. Attend and contribute to children and young people's reviews when required.
26. Guide children/young people throughout their placement and in transitions to and from the residential care environment holistically and in line with the quality standards.
27. Assist and deputise for the manager in all aspects of residential care at the home.
28. Take on on-call duties outside of working hours in support of the home dealing with situations in line with children's homes regulations and company procedures.
29. Prepare a fair rota for staff deployed hours covering the contractual and care needs of each child/young person, ensuring the home has adequate staff cover. Working to the set staffing hours budget and ensuring all records of staff deployed hours are maintained accurately.
30. Attend and participate in regular staff meetings, and chair meetings in the absence of the home manager.

Quality

31. Take a leading role in supporting the achievement and maintenance of compliance whilst striving for excellent or "Outstanding" with both internal standards and external regulatory requirements.
32. Oversee record keeping and take part in the regular auditing of the children and young people's records, responding to any issues requiring further action, including those identified at reviews.
33. To be fully aware of, and work to, the Children's Home Regulations, Quality Standards, Ofsted inspection framework and all other relevant legislation and guidance.
34. You will develop high quality evidence against all nine of Ofsted's quality standards for the house which will demonstrate compliance across these standards. You will ensure that this evidence is well-presented and up to date at all times.
35. Ensure all staff that do not have their Level 3 Diploma for working with Children and Young People are registered onto this qualification with the L&D Team within the appropriate timeframe. You are required to manage, support and mentor staff completing their qualifications. If a staff member is not on course to complete the qualification within the set timeframe, work with them through an action plan.
36. Ensure consistent communication between interested agencies/funding authorities and the home, making sure that associated professionals are informed of all relevant information.
37. Make sure the environment and building are clean, tidy, hygienic and presentable, ensuring any faults or remedial maintenance issues are dealt with effectively.
38. Take responsibility for ensuring all training classed as mandatory to be up to date and to undertake any training identified as necessary in order to carry out the role effectively.
39. Ensure that all aspects of the service provided meets the quality standards and complies with the Children's Homes Regulations.
40. Ensure the home is maintaining compliance to the standards and philosophy of care as outlined in the Statement of Purpose – khaya Home.
41. Ensure that Health and Safety regulations are met and that fire regulations, risk assessments and individual plans including behaviour management are adhered to at all times.

Sustainability

42. With the Registered Manager, monitor and control expenditure and ensure that there are robust budget controls in place.
43. Carry out all duties in accordance with khaya Charity policies, procedures and practice with particular regard to Health and Safety at Work, Health and Hygiene, Child Protection and Equal Oppkhanities.

44. Work in a professional manner with all external stakeholders and regulators, specifically Ofsted and other regulatory bodies inspecting the home. In the Registered Manager's absence, manage and lead on any inspection process.
45. Ensure effective and positive liaison with the sponsoring Local Authority as set out in the home and local authority contract, ensuring that you are professional in your approach.
46. To promote the practice of working in partnership with children and young people, their families, other staff within the children's homes, and other agencies, in order to meet the needs of the young people (health, well-being, spiritual, moral, social, emotional and cultural).
47. To promote a culturally inclusive ethos which actively values and promotes diversity, unity and community cohesion in order to support young people to become successful citizens.
48. With the Registered Manager ensure that all actions resulting from the Regulation 44 inspections are followed up and completed. In liaison with the Registered Manager, lead and have oversight of the Regulation 44 inspections.

This job description is current at the below date. It may be altered by khaya in consultation with you to reflect actual, contemplated or proposed changes in or to your job.

Person Specification

Below is a list of the typical skills, qualities and experience we would expect you to have to enable you to carry out this role successfully, and how they underpin the responsibilities set out above in this Job Description.

Skills Qualities & Experience	CYP we Support	Our Staff	Quality	Sustainability
At least two years of supervisory or management experience gained within the Social Care sector.	X		X	
Must hold the Level 3 Diploma for working with Children and Young People.			X	X
Experience of developing/role modelling working practices.	X	X	X	
Knowledge and experience of implementing statutory legislation concerning children's social care work, including the Children's Home Regulations and Ofsted's Quality Standards.			X	X
At least 2 years' experience of working with people with learning disabilities, autism or related experience.	X			
A commitment to a Person Centred Approach that is focussed on the needs and aspirations of people we support placing them at the centre of all planning.	X			
Experience of leading a team to deliver personalised services within the sector.	X			
Skilled in identifying and accessing local networks and resources to support people to engage with new experiences and activities.	X			
Experience of managing staff, for example coaching, mentoring and / or supervising and appraising staff. Ability to identify and address learning and development needs of others.		X		
A working knowledge of recruitment practices including the importance of a timely, proactive, efficient approach which involves people we support.		X		X
Experience of developing and maintaining effective working relationships with a wide range of stakeholders.		X	X	X
Experience of leading, motivating and inspiring a team and others through your actions.		X	X	
The ability to understand issues from others view points and build an atmosphere of trust and openness.		X	X	
Experience of giving and receiving (then acting upon) honest and constructive feedback.	X	X	X	
A working knowledge of relevant legislation including Equal Oppkhanities, Diversity, Human Rights, Safeguarding, Health & Safety, GDPR.	X	X	X	X
A good standard of numeracy, literacy and IT skills with the ability to effectively communicate via email, word and excel and produce written reports.	X	X	X	X
A working knowledge of relevant policy, external regulators and their roles / expectations (including but not limited to CQC, CIW, HSE).	X	X	X	X
Experience of budget allocations and in particular the ability to manage available staff and other resources effectively.				X
Current driving licence (ability to travel necessary for this post) and willingness to drive company vehicles.				X
Ability to achieve appropriate vocational qualifications as required.			X	X
Ability to work flexible hours including evenings, bank holidays, waking nights and weekends including on call (as and when required)	x	x	x	x