

Children's Home Deputy Manager

The details

Role:	Children's Home Deputy Manager
Place of work:	Sutton, London
Hours of work:	37 hours per week
Salary/Grade:	£35,000 / Grade G
Reports to:	Registered Manager
Level of screening:	Enhanced DBS

About Lighthouse

Lighthouse is a charity creating life-changing, education-focused children's homes to ensure that children in care have the same opportunities as everyone else.

We believe that children growing up in residential care should go on to achieve great things and lead fulfilling lives. We believe that social pedagogy, a focus on education, people and place is the best approach to supporting young people.

The Lighthouse team is driven by a shared commitment to creating empowering places where everyone has the opportunity to grow and learn. We follow our key values of Respect, Play, Difference, Empowerment, Curiosity and Excellence.

Lighthouse is a charity that sits within the Catch22 group of organisations, running independently on a day-to-day basis.

We have reached an exciting point in our journey - our team has been working to launch Lighthouse's first not-for-profit children's home, which will support up to six 12-18 year olds and is set to open in late 2021. We are recruiting a diverse team of 13 practitioners to work in the home, who have varying life experiences, skills and strengths. The skills and strengths we're looking for reflect what young people in care have told us are the things that are most important to them.

Difference is one of our core values, and we strive to take the broadest possible view of diversity. We value people from all backgrounds – by this we mean ethnicity, gender, age, and any other visible or invisible quality that makes you unique. We welcome that every person brings their own perspective and experience to our children's homes, to contribute to our vision.

Your role

As the Deputy Manager of our first children's home, you will be responsible for assisting the Registered Manager in leading a team of social pedagogy practitioners to achieve high

standards and ensure that children who live in Lighthouse homes receive the best care possible.

You will ensure that all staff are able to build strong relationships with young people and support them on their journey through their teenage years, help them figure out their future plans and work towards their goals. You will keep them safe, empower them to thrive and participate in plans for their futures. You will work with young people, families, your team and partner agencies to achieve this.

You will ensure that our homes are compliant with regulations and ensure best practice and relevant quality and care standards are upheld.

You will play a significant role in supporting the successful design and delivery of a degree-level training program and continuing professional development of all social pedagogy practitioners. We aim to influence improvements in the wider residential child care sector by exemplifying and sharing best practice and learning. You will play a pivotal role supporting the Registered Manager in developing our model of practice and working with evaluators to contribute to improvements across children's social care.

About you

We are looking for people who are committed to working with young people in care, and want to encourage and help them to reach their goals. We are looking for a confident and experienced leader, with a positive attitude, a willingness to get stuck in, and the determination to make our first home a success!

We believe it is important that our first home has a family-feel and that we create an inclusive culture, so you will need to be a good listener and an active participant. We are looking for people who are kind and caring, honest and reliable, and can be good advocates and role models for our children. You will be responsible for safeguarding young people and putting their safety and wellbeing first. You will need to have experience of working effectively with young people with a range of social, emotional and behavioural difficulties. You will provide clear leadership and role modelling of best practice to the staff team to establish a culture of high-quality, relationship-centred care in the home. You will have a sound understanding of social pedagogy in both theory and practice and the ability to lead the team in this approach and effectively communicate it to external stakeholders.

This is an exciting opportunity for an experienced Deputy Manager to support the creation of a new home from the beginning. We have recently purchased a building, which is undergoing carefully-designed and bespoke refurbishment so it best meets the needs of our children. We are going to be recruiting a brand new team of staff, and we would like you to be involved in this process. As we are setting up a new home, it is likely the role will start in late 2021. You will assist the Registered Manager in leading on all aspects of the set up of the service and the development of relationships with partner agencies and commissioners. You will collaborate with both internal and external evaluators to refine and improve our model to achieve the best possible outcomes for young people. You will need to be resilient

and to try again when there are setbacks. You will need to be able to adapt your approach depending on the situation, reflect and learn for the next time.

We are a new home, so we are looking for people who are committed to building up a new home and growing with us over time.

Roles and responsibilities

Working with young people

- Establish trusting, empowering relationships with young people, support the staff team to do the same, and provide practical day to day care for them in a loving and supportive way, which enables their growth and development.
- Safeguard young people from risks to their health, welfare and development, inside and outside the home, in line with local safeguarding procedures and interagency relationships.
- Ensure that young people are listened to and children's rights and participation are integral to care planning, decision making and the day to day running of the home.
- Manage each key stage in the stay of young people, from referral and admission to leaving the home, in line with care plans and principles of best practice.
- Ensure that young people's individual needs and preferences are understood and followed by the staff team in terms, for example, of culture, identity, diet and religious observance.
- Participate in the development, implementation and monitoring of individual young people's care and placement plans.
- Support young people to achieve their educational potential, by working with the staff team to support attendance and learning, and with other professionals to ensure they get the support they need.

Working in the home

- Supporting the manager in leading a team of social pedagogy practitioners to ensure consistent quality of care, including participating in team meetings, reflective practice, preparation for inspections and learning and development activities including the induction of new staff.
- Ensure that the home keeps accurate records that are objective and strengths-based in relation to young people. Ensure written records and reports address the needs of young people and the requirements of Ofsted and partner agencies or other professionals.
- Ensure that delivery is based on clear methods, processes and frameworks which reflect the Lighthouse and Catch22 approach and evidence effective practice.
- Assist in the efficient and effective deployment of staff to ensure adequate cover at all times.
- Oversee the financial management of our homes in line with Lighthouse and Catch22's policies and ensure that services deliver within budget and margin.

- Be responsible for the management of the building, grounds, equipment and resources to create a safe, healthy and nurturing environment for young people and staff in line with health and safety and other legal requirements.
- Ensure that the diverse needs and aspirations of all groups of children are considered in service planning and delivery and to enable all service users to fulfil their potential.

Working with families, professionals and the community

- Build and grow effective multi-agency relationships with those providing services and support for young people and advocate on their behalf when needed.
- Work in partnership with the families of young people, wherever possible, to strengthen their relationships and involvement.
- Encourage young people to fully participate in society by developing links with the local community and expand their social network.
- Communicate effectively with all other professionals and agencies, understand their procedures, objectives and roles and support the staff team to do the same in order to work effectively in partnership.
- Share information appropriately in secure formats in line with GDPR and with regard to professional boundaries and confidentiality requirements.

Safeguarding

- Oversee safeguarding processes across the organisation and ensure that staff are trained and are competent in the application of safeguarding protocols.
- Be responsible for and support young people's physical health and wellbeing, including helping them access medical services, administering medication or first aid as necessary.
- Have a good understanding of agency whistleblowing procedures and to report to appropriate safeguarding leads and agencies any concerns or evidence regarding poor practice.

Recruitment and Professional development

- Assist the Registered Manager to recruit, coach, motivate and develop a staff team including carrying out annual appraisals and regular supervision meetings, and to manage their health, safety and wellbeing.
- Ensure that all staff successfully complete all required training and level 5 or 7 in the Diploma in Social Pedagogy.
- Manage staff performance through regular appraisals and reflections and monitor the performance and impact of the home, ensuring managers provide management information for contract compliance and organisational reporting requirements.
- Regularly attend supervision with your line manager, participate in performance appraisal processes and maintain own professional knowledge and skills through training and professional development activities.

Working for Lighthouse

- Promote and embed Lighthouse's vision and values in our children's homes.
- Uphold and promote Lighthouse's equality and diversity policy and proactively challenge discriminatory practice.
- Oversee the management of operational risk ensuring good management of health and safety and safeguarding in line with Lighthouse and Catch22's policies and best practice.
- Ensure that contractual and operational risks are effectively and transparently assessed and managed and that internal policies and procedures are adhered to.
- Develop and maintain local commissioner and stakeholder relationships and networks, ensuring that opportunities for Lighthouse to grow are encouraged, promoted and acted upon.
- Continually seek out ways to improve Lighthouse and Catch22's services and identify new opportunities. Work with the Director and Development team to create and develop new bids and tenders.
- Work collaboratively with national and regional colleagues, drawing on their specialist knowledge and experience, and ensuring that our homes are run efficiently and effectively in collaboration with the Lighthouse and Catch22's vision and ethos.
- Take part in a shift system for some of your working time, which will include some evening and weekend working.
- Take part in providing on-call management support to the home outside of office hours.
- Carry out such other relevant duties, as may be required and as are commensurate with the nature and level of the post.

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 organisation, or as may be requested by your manager.

Deputy Manager: Person Specification			
COMPETENCY	ESSENTIAL	DESIRABLE	ASSESSMENT
QUALIFICATIONS	<ul style="list-style-type: none"> A relevant level 4 or 5 qualification in children's residential social care management or willing to work to achieve this if only hold level 3 diploma currently. Knowledge of social pedagogy theory and practice. 	<ul style="list-style-type: none"> Social Pedagogy qualification. Other relevant professional qualification e.g. Social work. 	Application
KNOWLEDGE/ EXPERIENCE	<ul style="list-style-type: none"> A minimum of 2 years' recent experience of managing and supervising staff in children's social care and working in a residential setting. Sound working knowledge of child protection and safeguarding. Sound working knowledge of the law, regulations and best practice in relation to looked after children and children's homes. An understanding of issues of power, discrimination and equality and how to address these in practice. Knowledge of child and adolescent development including the impact of trauma and mental health issues. Experience of leading, engaging and motivating staff in a challenging organisational environment. Experience of planning, development and delivery of people-based services in line with contractual requirements in a service delivery organisation. A track record of achieving positive improvements and growth in service delivery and performance. 	<ul style="list-style-type: none"> Experience of social pedagogic approaches in practice. Experience of managing diverse budget lines and achieving financial planning. Experience of delivering innovation in a new or established organisation. Experience of working in partnership with commissioners and funders to deliver high quality services. 	Application / Interview

	<ul style="list-style-type: none"> • A track record of developing and using relevant management information/quality systems to ensure high levels of operational performance. • An understanding of employment and health and safety matters necessary to the effective and safe delivery of services. 		
SKILLS & ABILITIES	<ul style="list-style-type: none"> • Ability to form positive, trusting relationships with young people and their families and role model relationship-centred practice to the staff team. • Ability to keep the interests, rights and needs of children central to organisational thinking whilst balancing these with business and organisational imperatives and realities. • Ability to provide good leadership and guidance to the staff team ensuring they share a consistent approach to caring for young people. • Ability to assess and balance risks and issues facing young people in care and their families, with opportunities for learning and growth. • Ability to support the manager in creating a compelling vision for staff and successfully manage and communicate change. • Ability to develop systems, processes and workflows to support effective, high performance service delivery. • Ability to deputise for the Registered Manager as necessary, including representing the home to all external agencies and maintaining positive professional relationships. • Ability to communicate clearly, logically and effectively both orally and in writing with children and adults in different settings. • Ability to effectively prioritise and delegate. 	<ul style="list-style-type: none"> • Experience, skills or interests in creative and practical activities such as cooking, sports, music, gardening, arts. 	Interview

	<ul style="list-style-type: none"> • Ability to respectfully and assertively address difficult issues where necessary – proactively identifying problems and achieving satisfactory resolutions. • Skilled in monitoring the performance of the service and individual staff and managing performance to achieve improvement. 		
OTHER	<ul style="list-style-type: none"> • A personal commitment to professional development. • Ability to work shifts including evenings and weekends. • Ability to participate in an on-call management out of hours system. 	<ul style="list-style-type: none"> • An interest in innovative approaches to children's residential care. • Valid enhanced DBS registered with the online update service. • A driving licence. 	Interview