



JOB DESCRIPTION (JD) AND EMPLOYEE SPECIFICATION (ES) Manager Template

JOB TITLE:	Assistant Manager (Children's Residential Services)		
GRADE:	G9	SERVICE AREA:	Children's Services
JOB CODE:	CHI337ASSIG9		
REPORTS TO:	Registered manager	LOCATION:	Locations across Children's Residential Services
SPECIAL CONDITIONS:	<ul style="list-style-type: none">Walsall council take seriously the responsibility to safeguard and promote the welfare of all the children and young people entrusted to our care and it is the expectation that all staff will share this commitment. Completion of an enhanced Disclosure and Barring Service (DBS) check including the Children's Barred List Check, is a requirement for working with children and young peopleAbility/willingness to work across children's residential services where requiredTo undertake on-call duties on a rota basis (allowance payable)Some in work rest breaks taken on siteTo work flexibly on a rota basis that is determined by the ever changing needs of the service, including sleep-in's, weekends, evenings and bank holidaysTo accompany children and young people on activities and holidays and transport children where required using the home vehicle.Our residential homes can accommodate children up to 18 years of age. Due to the nature of this post the department for education national minimum standards state that employees must be 4 years older than the oldest resident. Therefore, applicants must be 22 years of age or older.		

At Walsall Council, we believe that people are at the heart of everything we do. In our work, the way we listen and respond to our customers and colleagues will determine the way we grow and bring Council's vision to life. To succeed, we must push the boundaries of customer service and added value - outstanding is the new standard and the new routine. Using evidence-based insight into solving problems, managers will create an environment that provides opportunities for all individuals and communities to fulfil their potential. As leaders of people, managers will:

- Work collaboratively to develop strong working relationships and provide a bridge between the council and the communities it serves;*
- Embrace change and strive for improvement continuously;*
- Provide value for money to ensure services are delivered in a timely fashion, combining sustainability with quality;*
- Challenge the status quo, enable and empower, act with integrity.*

- *Together, they will deliver services that the people of Walsall will be proud of.*

1. Corporate duties and accountabilities:

- The post holder will comply with and promote the Council's Health, Wellbeing and Safety at Work policies and ensure these are implemented effectively within his/her areas of responsibility.
- A priority for the Council is the protection of vulnerable people, ensuring they are able to live as independently as possible. The post-holder will promote and engage with Council's responsibility to safeguard the welfare of children, young people and adults, and protect their right to be safe from harm.
- Through personal commitment and clear action, the post-holder will promote the Council's employment policies, with particular reference to diversity, equality of access and treatment in employment, service delivery and community involvement. To support/develop a working culture within these services that reflects the corporate vision.
- Ensure that the services provided aligned to the Council strategy, vision, aims, objectives, priorities and continuous improvement programme and play their part in achieving these. This includes compliance with Standing Orders, Financial Regulations, Code of Conduct and the Councils Policies and Procedures.
- This job description sets out a summary of the duties and accountabilities of the role. It is not intended to be exhaustive.

2. Main purpose of the job role:

To oversee and contribute to the day to day achievement of positive outcomes for children and young people across all areas of their development, through the provision of safe, personalised, group care which promotes children's welfare individually and as a group. To provide support to the Registered Manager and deputising in their absence.

3. Role specific duties and accountabilities: *please refer to [role of the manager](#) detail or advice & guidance document*

Horizon Scanning

- To oversee and contribute to the delivery of day to day group residential care which maximises positive outcomes for children & young people in accordance and compliance with legislation, guidance and local policy and procedures.
- Contribute to delivering a service that meets respects and affirms children's physical, emotional, cultural, religious and educational needs in accordance with their plans for care.
- Contribute to delivering a service which encourages children and young people to develop a positive sense of self and individual identity.
- Contribute to the social wellbeing of children and young people including promoting the principles of social inclusion and the active developments of interests in the community.
- Responsibility for safeguarding and promoting the welfare of children and young people.

- To oversee and contribute to the evaluation of risk and the protection of young people from harm, including the provision of a safe and stimulating living environment.
- To ensure positive behaviour is encouraged and manage any challenging behaviour in accordance with legislative and organisational policy and practice requirements.
- To deliver services within a children's rights framework and support the team in understanding, respecting and actively promote children's rights.
- To advise and support Residential Child Care Worker's in the development, implementation and review of residential placement plans and other relevant plans in conjunction with children, families and significant others.
- To participate and chair as required in a range of statutory and other meetings involving children and their families and to make contributions towards the care planning processes.
- Work in partnership with young people, their family and friends, colleagues and other agencies to achieve the best possible outcomes for children and young people.
- To ensure the home operates within a children's rights framework.
- To promote effective internal and external communication.
- To contribute to the management and development of residential services as a member of the Children's Residential Services Management team, including delivery of training where identified.

Leading People

- To support and where required lead on the recruitment, selection and induction of staff in accordance with the Council's safer recruitment procedures.
- To provide effective support to staff, including providing advice and guidance, reflective supervision and appraisal as designated by the Registered Manager.
- To contribute to identifying and reviewing the training and development needs of staff, including delivery of training where identified.
- Promote and enforce the Council's Health and Safety and risk management policies and maintain safe working practices for self and others.
- To promote effective internal and external communication.
- Support effective and timely information sharing with professionals, families and young people
- Promotes and leads a culture of effective working relationships with team colleagues, managers, partners and other stakeholders.

Managing Resources

- To oversee and contribute to the effective and efficient use of physical and financial resources in compliance with the council's financial and other procedures and regulations

- To contribute to the efficient deployment of staff through effective rota management and ensuring systems are maintained in respect of monitoring annual leave, sickness absence, training and other related matters.

Managing Performance

- To oversee the management of sound child care practices and ensure that professional standards are maintained within available resources.
- To support the Registered Manager and take a lead role where required in the management of performance related issues as directed and in accordance with Council policy.
- To provide effective support to staff, including providing advice and guidance, reflective supervision and appraisal as designated by the Registered Manager.
- To contribute to identifying and reviewing the training and development needs of staff, including leading on the delivery of training where identified.

Managing Self

- To support the Registered Manager to ensure that all statutory requirements are met and that all staff are updated when changes are made in respect of current practice, new guidance, research and legislation.
- Fully understand confidentiality and data protection in general and within the role in particular.
- To promote a positive public image of Walsall Council Children's services and good community relations.
- To ensure that service users are aware and have access to the Complaints and Representation Process and ensure the children's service conforms to the Social Services Representation and Complaints procedure. To investigate and respond to complaints as directed by the Registered Manager
- To take responsibility for own learning and professional development through participating and chairing team meetings, reflective supervision and undertaking training and personal and professional developmental opportunities as agreed.
- To keep up to date with Walsall Council services policy, national trends, research, and government guidelines, legal issues etc.
- To promote anti-oppressive practice and enforce the Council's Equal Opportunities policy, and ensure services take account of the cultural, religious and linguistic background of users and meet the relevant Equality Standard.

4. Key Stakeholders and reporting lines

- Reports to Residential Services Manager and Registered manager
- Responsible over Residential Childcare workers and Housekeepers.



JOB TITLE: Assistant Manager (Children's Residential Services)		GRADE: 9
Using the Job Description consider what essential behaviours, abilities and knowledge are required by a person to perform each of the main activities and accountabilities of the job safely and effectively.	Indicate when Assessment is possible: at Application form =A interview=I both=A/I test = T observation = O	WEIGHT CODE shows relative importance Low=1 Medium=2 High=3
Behaviours: <i>refer to corporate behaviours document</i>		
Professionalism - Actively seek ways to prevent over-complication or confusion of service delivery through innovation, being open to change and the removal of barriers including challenging negative behaviours.	A/I/T	3
Leadership - Leads by example, optimising those resources allocated, Communicates clearly taking account and welcoming feedback. Takes a positive and resilient approach to change understanding the longer-term vision of the Council and/or service areas.	A/I/T	3
Accountability - Adopt a 'can do' attitude in the work that I deliver taking accountability for my own performance and development and responsibility for my actions and decisions. I will demonstrate inclusivity and promote the values of diversity and equality.	A/I/T	3
Transparency - Work with others to reach a common goal; sharing information, supporting colleagues and searching out expertise and solutions from relevant partners and/or communities we serve.	A/I/O/T	3
Ethical - Aware of own impact on others through valuing openness, treating everyone with respect and listening carefully to understand the views of others in order to build trust.	A/I/O/T	3
Abilities/Skills: (refer to JE guidance document)		
Achieves outcomes for customers and communities – is customer and outcome focussed, strives for continuous improvement	A/I/T	3
Uses initiative, is innovative and drives through change – is change orientated, displays creative thinking	I/O/T	3
Manages resources and plans for high performance to gain the maximum benefit – displays sound financial management, plans ahead and demonstrates breadth of thinking	I/O/T	3
Develops effective partnerships and responds to external pressures – works well with others, demonstrates an external focus	I/O/T	3

Is politically aware and understands how the organisation works		3
Ability to lead, motivate and develop a team, its work and its relationship within and outside of the agency.	I/O/T	3
Ability to prepare and present reports.	I/O/T	3
The ability to maintain a safe environment and promote the councils health and safety policy	I/O/T	3
Demonstrates the ability to effectively communicate and negotiate with a range of people including children, families, professionals and the public – shows confidence , credibility, relates well to others , promotes fairness and equity	I/O	3
Ability to manage stress, make decisions and problem solve under pressure, and responds appropriately	I/O/T	3
Ability to make effective use of physical and financial resources	I/O/T	3
Demonstrates a commitment to personal and professional development including reflective practice and using learning to improve practice	I/O/T	3
Demonstrates an understanding and commitment to equality of opportunity and anti-discriminatory practice and the ability to challenge and rectify discriminatory practice at individual and systemic levels.	I/O/T	3
Commitment to maintain the well-being of children and promote safeguarding and child protection in the residential home	I/O/T	3
Knowledge/Experience: specify type, level and qualitative (not quantitative required); if any.		
<ul style="list-style-type: none"> Evidence of continuous professional development Extensive experience of working with children/young people who may present with challenging behaviours Substantial experience of working in a residential setting Experience of supervising other social care staff and challenging their practice where necessary Experience of determining priorities in the implementation of a direct care service Experience and commitment to the use of IT systems and communication tools Experience of financial management in a social care setting and knowledge of best value principles. Knowledge and understanding of good customer care practices Working knowledge of health and safety issues. 	A/I/O/T	3
Qualification: Specify any qualifications that are a minimum requirement, please include any equivalent qualifications that would be deemed acceptable or if this can be obtained through on the job experience.		
• A professional qualification relevant to working with children which must be at a minimum level 3	A	
Other Essential Requirements		
Awareness of, and commitment to, confidentiality and handling data	I	3

Commitment to a high quality transparent service to children and their families. Maintains emotional resilience in working with challenging behaviours and attitudes A commitment to professional updating and personal development. Enhanced DBS disclosure		A/O/I/T	3
Prepared by:	Jason Grainger	Date:19/03/2021	