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| **Job Description** | |
| **Post title** | Assistant House Manager |
| **JE Reference No** | A5567 |
| **Grade** | Grade 11 |
| **Service** | Children and Young Peoples Services |
| **Service Area** | Early Help, Inclusion & Vulnerable Children – Secure Services |
| **Reporting to** | The post-holder will be accountable to the Registered Manager of the Children’s Home / Secure Unit and the Management Team. |
| **Location** | Your normal place of work will be Aycliffe Secure Centre, but you may be required to work at any Council workplace within County Durham. |
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| **DBS** | This post is subject to an enhanced disclosure. |
| **Flexitime** | This post is not eligible for flexitime. |
| **Politically restricted** | This post is not designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |

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| **Description of role** |

Aycliffe Secure Centre provides placements for young people who are sentenced or remanded or accommodated under a secure accommodation (welfare) order as directed by the courts and the Youth Custody Service contract.

The post holder will be responsible for assisting in managing all aspects of a secure children’s home for young people placed under the Criminal Justice System or young people under Section 25 of the 1989 Children Act on welfare grounds.

These responsibilities include the overall case management, safety and security of young people and the buildings, producing appropriate vulnerability assessments and risk management/behaviour plans for young people. Ensuring they are supported and prepared for discharge in accordance with their Resettlement plan. To ensure that high levels of emotional and physical care, appropriate activities, comfortable accommodation and staff support are in place.

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| **Duties and responsibilities** |

Listed below are the responsibilities this role will be primarily responsible for:

* To ensure that the policies and procedures of Durham County Council (DCC) and Aycliffe Secure Centre Standard Operational Procedures are implemented.
* To promote team development and effective team working. To ensure that staff training and development needs are identified and to work with the House Manager to ensure they are met.
* To promote the practice of working in partnership with young people, their families, and other agencies in order to meet the needs of young people.
* To participate in setting standards and evaluating achievements, to take a proactive role in securing improvement in the quality of the services provided.
* To effectively manage and develop quality direct services to young people referred to the home.
* To provide operational management of the staff team and to deploy appropriate staff resources, in order that key tasks are fulfilled. To have line management responsibility for members of the staff team, ensuring that all staff receive appropriate induction, supervision and Performance Development review and complete return to work interviews.
* To promote and implement the department’s equal opportunities policy and anti-discriminatory practice.
* To assist in monitoring all areas of administration to ensure that DCC and Aycliffe Secure Centre policies and procedures are adhered to.
* To ensure that professional values are developed and maintained amongst staff in line with the ethos of Children and Adults Services and Aycliffe Secure Centre service. To ensure that the protection and welfare of young people is paramount consideration of the staff team.
* To ensure that staff understand and implement the Aycliffe Secure Centre Standard Operational Procedures (SOPS) and Child Protection Procedures.
* To ensure that the Secure Children’s Home meets all its contractual requirements and that there is continual compliance with the National Standards, The Effective Practice Quality Assurance framework and the Key Performance Indicators as monitored every month by the Regional Monitor.
* To provide effective leadership by implanting organisational strategies, in order to ensure compliance with the YJB contact and to enable objectives of Children and Adults Services, National Minimum Care Standards and Standard Operating Procedures for the secure units is achieved.
* To take the lead in setting standards and evaluating achievements; to take a proactive role in securing improvements in the quality of services provided. To ensure compliance with the YCS contract and its quality assurance framework and standards.
* To set and review target and objectives for the Secure Home’s staff team in order to ensure work is focussed and has clear direction.
* To be responsible for ensuring effective communication channels with workforce, case and safeguarding managers are in place for the benefit of young people.
* To be responsible for ensuring the full flow of information into and out of the team and to develop effective communication strategies and systems which assist staff in the operation of their duties.
* To ensure that the staff team are enabled to undertake such duties with young people including regular support and contact as a keyworkers. To ensure that staff are trained and skilled to deliver various intervention and educational work in a group setting and on a 1-1 basis and that progress is recorded. To ensure that the team provide quality care and meet individual care needs for the young people they look after and that they are consistent in their application of preparing them for leaving / discharge/ transfer and that they have a clear resettlement plan that is realistic and has contingencies built in.
* To actively participate as appropriate in staffing matters with support from appropriate management.
* To ensure that staff training and development needs are identified and to work closely with the Organisational Development Team in ensuring those needs are met. To assist in training staff as required.

The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by the Head of Service.

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety Policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal change to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information during the course of their work and follow the council’s policies and procedures in relation to data protection and security of information.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

*The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.*

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| Person specification | | |
|  | Essential | Desirable |
| Qualifications | * A qualification in social care or related fields equivalent to NVQ/Diploma Level 4 in Child Care. * Evidence of commitment to work towards level 4 in Management. | * Management qualification – NVQ 4 (or equivalent), EDMS, or DMS, DipSW (or equivalent), degree in Social work. |
| Experience | * Working with young people and their families. * Working with colleagues in a team and with other agencies. * Work in a residential setting. * Management experience of staff * Carrying out risk assessment | * More than one of the following: * Managing a budget * Human resources practices * Co-ordinating and organising staff resources. |
| Skills & Knowledge | * Ability to plan and implement tasks effectively. * Good communication skills with the ability to express ideas clearly, both orally and in writing. * Strong leadership skills * Ability to motivate and enable others. * Promote good practice and champion the rights of young people and effectively challenge bad practice. * Working knowledge of the Children Act 1989 and Children’s Homes Regulations 2015. * Understanding of Developmental needs of young people. * Working knowledge of appropriate care planning and reviewing processes. | Any of the following:   * National guidance on Child protection practice, e.g. ‘working together’. * Child care strategies and procedures, * Social Care Services provided to children and families. * Working knowledge for quality assurance systems, * Health and Safety regulations * Youth custody Service Effective Practice Quality Assurance framework. |
| Personal Qualities | * Adaptable, approachable, self confident, resilient, integrity, reliable and responsible, child-centred. * **Stability** – emotional resilience and maturity, balanced perspective. * **Creativity** – drive to see things through. * **Positivity** – openness to new ideas * **Supportive** – respect, valuing staff and young people. * **Positive Relations** – positive professional relations with staff and external; professionals * Ability to work flexible hours, including sleep-in duties, evenings and weekends as per the needs of the service. * To be able to manage physically challenging behaviour and complete relevant positive behaviour support and physical intervention training. |  |