**JOB DESCRIPTION**

**DEPUTY MANAGER – FAMILY ASSESSMENT CENTRE**

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| **Job Title** | Deputy Manager  Other staff within the service  Staff in other departments within the service Staff in other services across the Region Central Office Staff  Service User relatives, advocates and others Placing Authorities and Service Providers Registration, Regulatory and Inspection bodies  Local Services – Statutory, Voluntary and Community Neighbours |
| **Responsible to** |
| **Key Internal Contacts** |
| **Key External Contacts** |

**JOB PURPOSE**

To build positive and professional working relationships with families to provide close support, advice and guidance both within the service and out in the community. Working alongside the services wider team, you will take an active role in the development of assessments in accordance with Company policies, procedures and practices and the standards set by the Regulatory Body. As the deputy manager, you will support the registered manager in the day-to-day operational management of the service and, when necessary, deputise for them in their absence.

**KEY TASK AREAS AND RESPONSIBILITIES**

**Service Users (as defined by the service e.g. Young People / Young Adult)**

* Participate in the rota to support families undertake tasks including:
  + Personal care of babies/children
  + Domestic tasks such as laundry, cooking, cleaning etc.
  + General age appropriate interaction with their baby/child
  + Visits/days out in the community
* Provide direct, daily support to families with due regard to their privacy, dignity and rights as a parent
* Organise and participate in appropriate activities and enable Service Users to take part in a wide variety of activities
* Under the guidance of colleagues, practice systemic thinking and utilise goal-based planning to facilitate and support a positive experience for babies/children and their parents.
* Liaise with staff from other departments to provide a consistent approach to all aspects of Service User care
* Safeguard all Service Users within the Home and ensure their safety and wellbeing, using the services policy and procedures to escalate any concerns as needed
* Work positively and effectively with relatives, advocates and others involved with Service Users
* Provide childcare for babies/children while their parents attend group and individual sessions
* Maintain a caring, confidential and culturally sensitive service through adopting high personal standards at all times

**Assessment Contribution**

* Make accurate and appropriate entries in Service User’s records, diaries and reports as necessary in accordance with Company and local policies, procedures and practices
* Assist the services Social Worker in the production of statutory reports

**Line Management**

* Line-manage a team of senior family support workers, contributing to their growth and development, and responding to their needs/the needs of the service as appropriate.
* In conjunction with the wider services management team and other colleagues, you will contribute to the day-to-day operational management and act as the first point of contact for any queries or concerns raised.
* Assume the responsibility of the services deputy DSL and lead, support and advise on any safeguarding issues/concerns that may arise in a timely manner.

**General**

* Ensure awareness that the service operates to agreed budgets and contribute to keeping within these budgets as instructed
* Create a supportive environment that promotes learning/re-learning
* Exercise vigilance in respect of Health and Safety and promptly report all hazards and/or remedying them where appropriate. Undertake all duties in a manner calculated to minimise or avoid unnecessary risks, personally or to others
* Operate at all times in accordance with Company policies and procedures, with particular reference to Safeguarding, Child Protection, Whistleblowing, Complaints and Representations and Behaviour Policies
* Participate in training and take responsibility for personal development
* Participate in and lead team meetings, supervisions and annual reviews in accordance with Company policy and the standards set by the Regulatory Body
* Work to promote the service as a valued, professional asset within its community and conduct themselves at all times in a manner that reinforces this image
* Ensure that all actions are in the interests of the Service Users and the Company
* To work to and exhibit the POSITIVE values of the Company and maintain standards of behaviour in accordance with Company policies, procedures and practices
* To carry out any other reasonable and relevant duties as required

**Person Specification**

**Senior Family Support Worker**

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|  | **Essential** | **Desirable** |
| **Experience**  Minimum of 2 years’ experience of working with Children, Young People or families  Experience of work within a residential/community family assessment environment  Experience of working shift patterns  Experience of providing direct line management/supervision | √  √ | √  √ |
| **Skills, Knowledge and Aptitudes**  Ability to work independently and as part of a team Effective communication skills, verbal and written Ability to record information accurately  Good organisational skills  Commitment to working positively with families and others  Flexibility and willingness to work a shift system including weekend nights Ability to deal with challenging and confrontational behaviour  A genuine regard and respect for this client group Ability to demonstrate empathy  Basic IT skills | √  √  √  √  √  √  √  √  √ |  |
|  | √ |
| **Qualifications and Training**  Appropriate level 3 qualification or above (such as Health and Social Care or Child Development etc.)  If not already held, a willingness to work towards an appropriate level 5 qualification in leadership and management  Willingness to work towards further qualifications as required Undertake relevant Group and service induction training | √ |  |
| √  √  √ |  |
| **Other**  Commitment to the POSITIVE values of the organisation Driving licence | √ | √ |