

JOB DESCRIPTION

TEAM MANAGER

Job Title	Team Manager
Responsible to	Home Manager
Key Internal Contacts	Other staff within the care team Staff in other departments within the service Staff in other Centres in the Region Central office Staff
Key External Contacts	Service User relatives, advocates and others Placing Authorities and Service Providers Registration, Regulatory and Inspection bodies Local Services – Statutory, Voluntary and Community Neighbours

JOB PURPOSE

To provide quality care for young people with Social, Emotional and behavioural difficulties within an Ofsted registered residential home. Also to assume responsibility for the day to day management of the staff team.

KEY TASK AREAS AND RESPONSIBILITIES

- Actively contribute towards the provision of quality care, within which the health, welfare, education and development of young people is promoted and to promote a coherent ethos of care consistent with the overall culture of the company and the Home's statement of purpose.
- To contribute towards the maintenance of a positive, safe and homely environment, including the promotion of a warm and accepting atmosphere, where the safety and care of young people is paramount. Ensure proper and appropriate nurturing for all young people with particular attention to the provision of primary care in matters of food, health, clothing and environment.
- In collaboration with the Home Manager, ensure that the team work proactively within the daily routine and agreed structures of the house, to include for example day to day parenting responsibilities, undertaking daily household responsibilities such as domestic chores, cooking, shopping, taking young people to appointments/meetings, caring for Park Farm animals, planning out the day and participation in activities with the young people and supporting in homework etc.
- Working in collaboration with the Home Manager, ensure that all staff engage and build positive working relationship with the young people individually and as a group and have an understanding of group dynamics.
- To work actively in partnership with parents, social workers and other professionals and agencies to fulfil effectively the responsibility of parenting young people and to ensure the maintenance and promotion of appropriate family links. Ensure reports for 'Looked After' reviews are written accurately and appropriately, guiding staff where needed and within the prescribed timescale.
- To educate and support the young people through the development of their own independence. This will involve tasks such as teaching the young people
- How to budget, shop for themselves, cook and clean, use public transport, make positive decisions and help them establish themselves in the local community. In addition, to give advice and support on careers and education.

- To work effectively as a member of the team and in the role of Team Manager to guide the staff team in using effective care practice, de-escalating and diversionary strategies and recognised techniques to manage young people who exhibit challenging, threatening and confrontational behaviour. Consistently act in accordance with Company Behaviour Management Policy and ensure appropriate recording of incidents.
- Guide the team to ensure the creation and maintenance of a culture, which shows in practice and knowledge an understanding of the differing cultural, racial and religious needs of the young people. Work constructively to enhance the positive value of working with difference to challenge attitudes and practice, which are inappropriate or unacceptable within the ethos of the home.
- Follow all relevant aspects of legislation and regulation within which the general policies and procedures of the company are designed. Support and guide staff in their understanding of how such issues are interpreted and followed in practice.
- To share 'on call' responsibilities with the Home Manager.
- To take day to day responsibility for the running of the shift and giving appropriate support and direction to the staff team. Assist the Home Manager in producing the rota and in the deployment of the staff to ensure adequate staff cover at all times within the financial constraints of the staffing budget.
- To participate in the design, implementation and monitoring of care/education plans for the young people, attending such meetings as and when required.
- Guide staff that undertake key working duties to ensure that appropriate recording takes place and that work is in line with the care plan and is regularly monitored and reviewed.
- To provide formal supervision to individual members of staff as delegated by the Home Manager in line with Company Policy and the DFE Quality Standards and the conduct appraisals in line with the Company's appraisal process.
- In conjunction with the Home Manager participate as and when necessary in the recruitment and selection process for the appointment of new staff.
- To maintain good communications and continuity of work practice within the home and school/college for attendance at, and contribution to regular team meetings.
- To make decisions about the appropriate deployment of resources whilst leading the shift, including the use of staff, the use of money, the planning of activities and tasks, ensuring that shift planning is done collaboratively and followed through.
- To follow and act in accordance with all relevant aspects of legislation, regulation, and the company's Policies and Procedures. Ensure own understanding and advise the team as appropriate of how such issues are interpreted and followed in practice, keeping up to date with changes.
- To take a lead in ensuring effective handovers between home and school/college and at the beginning and end of the shift.
- To work in conjunction with the Home Manager to implement and develop the referral and monitoring system.
- Undertake appropriate training, including the Children's Services Induction workbook and refresher training in specified areas as identified by the Home Manager. A commitment to ongoing training and development, attending training on 'off shift' as and when the need requires.
- To be responsible for ensuring that staff in the unit/home are supported and assessed through the Level 3 Diploma programme within the appropriate timescales.
- To ensure the staff team fully abide by and follow all the company's Health and Safety Policies and Procedures to ensure safe and effective working practices for the staff, young people and people visiting the house.

- In conjunction with the Home Manager, work with the team to develop a positive public profile of the service ensuring good communication, relationships and that staff represent the service in a professional way.
- To carry out any other appropriate duties as directed by the Home Manager.

PERSON SPECIFICATION

TEAM MANAGER

	Essential	Desirable
Experience		
Experience of working with young people in a residential care setting	✓	
Experience in the management and supervising of staff	✓	
Experience of managing petty cash systems and rota creation	✓	
Skills, Knowledge and Aptitudes		
A sound knowledge of child care and child development, developed through working directly with children and young people	✓	
A good working knowledge and understanding of current child care legislation	✓	
A good working knowledge of group dynamics	✓	
Excellent communication skills (written and verbal) and able to form and sustain positive working relationships	✓	
IT Literate – ability to use basic computer packages	✓	
Ability to manage personal and professional boundaries and guide staff in providing consistent practice and care	✓	
Able to work in collaboration with the Home Manager in the management and deployment of the staff team	✓	
Able to take responsibility for the operation of the home in the absence of the Home Manager	✓	
Ability to understand the differing dynamics and distinguish between the differing needs of the individual and the group		✓
Ability to engage in a range of activities to develop and sustain appropriate relationships with young people	✓	
Able to organise and prioritise own work and the priorities of the team	✓	
Ability to direct, lead and motivate individuals and the team	✓	
Ability to recognise and deal with conflict and challenging situations	✓	
Able to use initiative and work autonomously within the boundaries of the role	✓	
Ability to cope with the pressures of a residential care setting	✓	
Able to provide formal supervision and manage staff performance	✓	
Ability to constructively engage with and influence a wide network of professionals	✓	
Able to meet the requirement of working on a shift/rota basis	✓	

Committed to anti-discriminatory practice and anti-oppressive approach and able to translate this attitude into practise

✓

Qualifications and Training

Level 3 Diploma in Residential Childcare or equivalent

✓

Other

Hold a full UK Driving Licence

✓

Commitment to undertake further training and development

✓