

**Manchester City Council
Role Profile**

**Assistant Home Manager, Grade 8
Residential Childcare Services, Directorate for Children and Families
Reports to: Registered Manager**

Job Family: People Care and Support Direct

Key Role Descriptors:

The role holder will work to provide direct support for individuals and families in accordance with statutory responsibilities and local and national policies and procedures, effectively identifying cases and/or managing a caseload in order to secure positive outcomes for Manchester residents.

The role holder will lead the effective development of partnership approaches in order to safeguard individuals through the effective management of safeguarding risk and the recording and sharing of information.

The role holder will ensure that through effective advice, planning and support and the utilisation of 'joined up' approaches, individuals are able to access services appropriate for their identified needs.

The role holder will support the leadership of the team and service through the provision of advice and supervision to colleagues, contributing to the ongoing development of staff, students and trainees.

Key Role Accountabilities:

Effectively manage and be accountable for a caseload of high level and often complex cases through advice, guidance and supervision to improve outcomes for individuals and associated parties while ensuring adherence to statutory duties.

Undertake a key role in cooperation with partners and stakeholders to ensure safeguarding processes and procedures are in place to protect individuals. Identify, challenge and develop solutions to any possible safeguarding risks for vulnerable residents of the city.

Work in conjunction with and provide consultation to partner agencies to deliver effective planning to ensure positive outcomes for vulnerable residents of Manchester. This will include representing the City Council at a range of meetings, proceedings and reviews as required.

Actively engage in team and service development including the promotion of innovative and new ideas and techniques to improve service performance and outcomes.

Efficiently prepare and produce high quality documentation and reports and contribute to effective data recording in accordance with statutory accountabilities and timescales to improve outcomes and the safeguarding of individuals.

Proactively establish, develop and maintain relationships with partner agencies and stakeholders to provide individuals with the opportunity to access suitable services which will assist them in achieving their agreed goals.

Roles at this level may be required to manage a range of assigned resources, which may be human, financial or other, to ensure continuous improvement in service delivery. Staff management duties may be either through direct line management of a team (including appraisals, performance management and other duties) or through matrix management of a virtual team of officers.

Personal commitment to continuous self development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications

Where the roleholder is disabled every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.

Role Portfolio:

The post holder will assist the Registered Manager of a registered children's home offering short breaks to adolescents at risk of coming into local authority care, as well as providing a package of support and community outreach to the young person and his/her family.

The post holder will also have responsibility for supervision and oversight of the authority's other registered children's home.

You will be working with children and their families who are at risk of placement breakdown in their home and are at risk of coming into care.

You will need to be confident and able to form effective working relationships with professionals as part of a management team and with children / young people and their families.

The focus of the role will be to support families to create a secure and safe environment for the young person to remain at home and to thrive within the family.

Main areas of responsibility:

- Oversee and direct to work in the community and with the child / young person and their family, in the family home.
- Operate within the spirit and framework of the Children's Act 1989 and ensure that the Home complies with all of the requirements of the Quality Standards and Regulations Act 2015.
- Ensure that service policies, practices and procedures are implemented and that the home operates according to its designated task and function (related to the Statement and Purpose).
- Establish and maintain a system of regular formal supervision for all staff members.
- Facilitate the improvement of skills and knowledge by direct and indirect coaching and training in.
- Create a high quality, caring, child centred environment within which personal growth is encouraged, individual needs identified and met and where a care plan is formulated for each child/young person. This will include direct involvement in the care and support for young people.
- Ensure that all children/young people are made aware of their rights, responsibilities and privileges, including the Complaints Procedure for Children/Young People.
- Provide an environment which positively promotes an awareness, understanding and sensitivity towards individual, racial, religious and cultural background. (Which is evident in the physical environment of the home).
- Comply with Quality Standards for Children's Homes by effectively leading the team in order that those standards are achieved.
- Work positively with the aim of the child/young person remaining in the family home, ensuring that employees work with children/young people and their

families to maintain the child/young person's position in their home, school, friends and other relations.

- Create and maintain good working relationships with fieldwork/specialist staff and with professional colleagues from external agencies in order to ensure effective communication and collaboration takes place.
- Ensure that Action Plans are devised and completed in response to inspection reports and Regulation 44 Visit Reports.
- Ensure that allegations or suspicions of abuse are responded to quickly and in line with Child Protection Procedure
- Ensure that administrative/financial and organisational arrangements are such that they maximise the potential for the children and young people to exercise choice and responsibility in all aspects of their lives.
- Assist with the production of Policy and Procedure and Practice documents in relation to the Unit.
- Regularly review and update the home's Statement and Purpose and documents which cover the operation of the home
- Take responsible steps to ensure good relationships with neighbours and the wider community.



Key Behaviours, Skills and Technical Requirements

Our Manchester Behaviours

- We are proud and passionate about Manchester
- We take time to listen and understand
- We 'own it' and we're not afraid to try new things
- We work together and trust each other
- We show that we value our differences and treat people fairly

General Skills

- **Communication Skills:** Ability to advise others and deal with sensitive issues in difficult situations inside and outside own area, negotiating riskier demands.
- **People Management:** Can demonstrate how they and colleagues contribute to the vision and objectives of the organisation and how this defines their team and personal objectives; Ensures that good performance is recognised and rewarded and that poor performance is tackled.
- **Analytical Skills:** Ability to translate analyses into business cases which define potential benefits, options for achieving the benefits development of new or changed processes, and associated business risks.
- **Problem Solving and Decision Making:** Strong decision making skills with the ability to resolve complex issues in a pressurised environment.
- **Planning and Organising:** Demonstrate excellent judgement skills under competing priorities and pressure
- **Financial Management:** Ability to monitor and maintain expenditure, ensuring that financial targets are met, and being accountable for any areas where budget and expenditure exceed their agreed tolerances.
- **Strategic Thinking:** Ability to contribute to the development, implementation and evaluation of strategy to shape future plans.
- **ICT Skills:** Ability to use multiple applications, systems and associated software packages.

Technical Requirements (Role Specific)

- **Qualifications:** Must hold a Diploma level 3 or above in caring for children and young people.
- Must hold or be willing to undertake and able to attain a Diploma Level 5 in Leadership and Management within 6 months of appointment.
- Willingness to apply for a DBS (Disclosure and Barring Service) check
- The role holder must hold a full driving license and have access to a vehicle on a daily basis.