

Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Team Manager - Oakdene (Registered Manager - Ofsted)	Grade: PO6
Section: Children Looked After - Oakdene Residential Unit	Directorate: Children's Services
Responsible to following manager: Service Manager	Responsible for following staff: 2 Assistant Team Managers 3 Senior Residential workers Approximately 20 Residential workers Cook Domestic Workers
Post Number/s:	Last review date: January 2024

Working for the Richmond / Wandsworth Shared Staffing Arrangement

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Councils. The overall purpose of the Shared Staffing Arrangement is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

The Shared Staffing Arrangement aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

Oakdene Residential Children's home and Short Breaks

Oakdene is a 13 bed Residential unit that has 9 beds dedicated to short breaks and another 4 for our long stay children who reside with us full time. The postholder directly manages and oversees the home. The service caters for children and young people who have moderate to severe learning difficulties. They may also have physical disabilities, sensory impairment, Autistic Spectrum Disorder (ASD) and other complex medical and behavioural needs.

Job Purpose:

This is a Team Manager position, that requires the postholder to also be the Registered Manager with Ofsted.

The core purpose of this role is to ensure that all children and young people that access the service receive high quality, safe, child focused short breaks and long-term stay's within the unit. The post holder will be required to ensure this is achieved whilst supporting the staff team and working with a variety of other professionals. The Team Manager will also be responsible for supporting the team to ensure that the regulations that support us to keep children and young people safe and thriving are being adhered to, whilst holding responsibility for key decisions made in the service in relation to safeguarding and the management of risk. Overall the Team Manager/Registered Manager will oversee the safe running of the service, including staffing, referrals, transitions and meeting regulatory requirements

Specific Duties and Responsibilities:

There are 4 key elements to the role of The Assistant Team Manager. These are:

1. Deputise effectively in relation to team management and oversight (this includes scheduling, data gathering and audit)
2. Delivery of high quality, reflective supervision and support to the team
3. Quality assurance
4. Performance Management

Main responsibilities and duties of the post:**Team Management and Oversight**

- Manage a team of staff, alongside your Assistant Team Managers, including recruitment/retention, induction, training and development, performance management, disciplinary/capability, and succession planning.
- Understand, promote and integrate into practice, the Council policies on valuing diversity and promoting equalities.
- To oversee and deploy staff to ensure that we provide a welcoming, safe, age appropriate, stimulating and comfortable environment for children and young people.
- Organising the staff shift rota and ensuring an even presence of staff, while maintaining flexibility to meet situations of fluctuating demand and management of risk within the building. To coordinate and manage the complex schedule that

supports the long and short breaks units. This includes permanent, casual and agency staff.

- To undertake investigations and respond to complaints from service users/relatives/ carers/staff.
- To attend appropriate meetings with and about service users involving representatives of other agencies e.g., network meetings, reviews, planning meetings. To ensure that accurate and relevant reports are prepared for these meetings.
- To develop and maintain effective working relationships at an operational level with relevant statutory and independent sector agencies e.g. Schools, health, voluntary agencies.
- To liaise with purchasers of the service and involved professionals to provide a timely efficient service, establishing and maintaining good working relationships with all involved and contributing to related departmental improvements as required.
- Support to develop and maintain effective internal and external working relationships and professional networks; ensure a positive working relationship within the team, promoting strategies for collaboration and a supportive team culture.
- To ensure that all vulnerable service users are appropriately protected, respected and provided for by the service, and that the staff adhere to council procedures for the safeguarding and protection of children.
- To develop policies, procedures and guidelines in line with the regulations to ensure the effective provision of the service.
- To ensure that all information systems and case records of the workers are of high quality and are up to date; support good practice and maintain a focus on positive outcomes for children and their families.
- To be responsible for planning and review of long and short break arrangements, ensuring that relevant professionals work together, with a focus on the safety, well-being and interests of the children, in these arrangements.
- To keep management information, statistics and activity data on the workload of the team and the centre's capacity, ensuring that such information is accurate and available to senior leaders and management.
- To carry out risk assessments in relation to the staff and service users within the building as well as individual client assessments on both behaviour and manual handling.

- To have oversight of and manage the team's budget (alongside the Responsible Individual and the finance team). Ensuring that resources are deployed to maximum effect within Council policy and Departmental procedures and guidelines, and ensuring that the budgets are not overspent. To monitor and provide up to date budget information.
- To take responsibility for the authorisation of expenditure at a delegated level, including the purchasing of goods and services as appropriate from approved suppliers, this will include authorisation of purchases for the centre's facilities to ensure the building is well serviced and stocked. To provide records and information as required by the external and internal auditors.
- To support the maintenance of the facilities and building, including regular completion of risk assessments (with the business Support Officer) relating to fire, health and safety and other focus areas. This includes supporting the purchase of goods and services as appropriate, using suppliers approved by the Department to ensure that the building complies with health and safety requirements.
- To be fully aware of and understand the duties and responsibilities arising from the Children Act and Working Together in relation to Child Protection and Safeguarding children and young people.

Supervision and Supporting the team

- To develop the skill base of the team, regularly reviewing strategies to do so, identifying relevant training, leading and presenting to staff meetings and training sessions in conjunction with the Manager and the Workforce Development Team.
- To provide professional leadership to the teams both by example and regular supervision. To appraise staff performance annually using the department's staff development scheme and to take any action necessary under the disciplinary, poor performance and sickness codes.
- To supervise, manage and support workers, including oversight and provision of supervision for some of the high number of casual staff. Understand and ensure a duty of care to supervisees, implementing Council procedures as required in relation to attendance at work, capability and discipline.
- To raise and address (where appropriate) issues of poor practice, internally through the organisation, and then independently if required.

- To guide staff in their keywork duties, supporting them to comply and respond to plans made by allocated social workers.
- Maintain and disseminate an excellent understanding of current policy, legislation and case law relating to children and families.
- To hold responsibility for key decisions made in the service in relation to safeguarding children and management of often high levels of risk.
- To ensure that the wellbeing and safety of children (and staff) using the service is maintained. This will involve risk assessing situations and new service users.
- To support staff with the safe administering and oversight of medication to all service users.
- To participate, lead and support a good staff induction program.
- To provide high quality reflective professional supervision and appraisal to direct reports which results in consistent high standards of work across the Team; to be able to lead group supervision and reflective discussions within the team.
- To make effective use of your own supervision and appraisal as an opportunity to critically reflect on the work and to identify learning and development needs to continually improve upon practice; and to support your CPD.

Quality Assurance

- To assure the quality and effectiveness of work provided by the team; ensuring that the work is conducted in a professional, family friendly and respectful way in accordance with all relevant policies and procedures and agreed performance targets so that the children receive a high standard of physical and emotional care.
- To liaise with parents, children, family members, foster carers, contact supervisors and professionals, to provide a quality service which primarily meets children's needs and gives a clear message to all about this focus.
- To share with the Assistant Team Managers in overseeing the provision of timely, clear, accurate recordings and to quality assure this work. To address specific difficulties with staff related to recording practice when identified.
- To be responsible for robust planning and review of long stay and short break arrangements, ensuring that relevant professionals work together, with a focus on the safety, well-being and interests of the children, in these arrangements.

Performance Management

- Contribute from an informed management perspective to the development and implementation of the Service and Team Improvement Plans.
- To be able to identify where team or individual performance is excellent and can be shared with other staff and where performance can be improved; to develop and deliver SMART action plans to address performance issues.
- To comply with Wandsworth expectations in terms of yearly appraisals.

Generic Duties and Responsibilities

- To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
- To adhere to security controls and requirements as mandated by the SSA's policies, procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
- To understand both Councils' duties and responsibilities for safeguarding children, young people and adults as they apply to the role within the council.
- The profile is not intended to be an exhaustive list of the duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of the role.

Additional Information

36 hours a week. Requirement to work some weekends, office days, occasional shift work and on rare occasions, possible emergency cover of sleep-in duties.
Participation in an emergency on call rota.

Team structure and PLACE IN ORGANISATION

The postholder is responsible to the Responsible individual (Service Manager). The unit has the following staff:

2 FTE Assistant Team manager
3 FTE Senior Residential workers
Approx. 20 FTE Residential workers
3.5 FTE Cooks / Domestic workers
Casual Staff

Person Specification

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Post Number/s:	Last review date: <i>Unknown</i>

Our Values and Behaviours

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular:

Being open. This means we share our views openly, honestly and in a thoughtful way. We encourage new ideas and ways of doing things. We appreciate and listen to feedback from each other.

Being supportive. This means we drive the success of the organisation by making sure that our colleagues are successful. We encourage others and take account of the challenges they face. We help each other to do our jobs.

Being positive. Being positive and helpful means we keep our goals in mind and look for ways to achieve them. We listen constructively and help others see opportunities and the way forward. We have a 'can do' attitude and are continuously looking for ways to help each other improve.

Person Specification Requirements			Assessed by A/I/T/C
KNOWLEDGE	Essential	Desirable	Assessed
1. In depth knowledge and understanding of the needs of children and young people (including those with disabilities) and the ability to work with difference, disadvantage and power imbalance, involving children and their parents/carers fully in plans and decision making.	X		A & I
2. Working knowledge and understanding of Children Act 1989 & 2004 and other relevant regulations and policies (including children's home regulations and safeguarding policies)	X		A & I

and to ensure that these are adhered to within the unit.			
3. Knowledge and understanding of the need for council policies and good practice in employment rights and service provision, regarding equal opportunities and anti-discriminatory practice. This includes an ability to challenge staff and service users which undermines the council's commitment to equal opportunities and anti-oppressive practice.	X		A & I
EXPERIENCE	Essential	Desirable	Assessed
4. At least 1 year in a role requiring the supervising, managing, mentoring or providing reflective space for others that work in a care role.	X		A & I
5. 3+years' experience working in role either in a residential setting, and/or in a role working with children with mild to severe disabilities or learning needs.	X		A & I
6. Experience writing reports and recording observations, of working with different teams and services across statutory and non-statutory services to deliver appropriate support to children and their families/carers.	X		A & I
SKILLS	Essential	Desirable	Assessed
7. Understanding the significance of and maintaining clear personal and professional boundaries and ability to manage and model good practice in this respect.	X		A & I & T
8. To ensure leadership and management of staff including performance management, regular reflective individual supervision, induction, professional development, welfare and support mechanisms in accordance with the supervision policy, and ensuring that staff are motivated to achieve the vision and mission of the organisation. This includes understanding group dynamics and power and how these can affect service users, staff and team performance.	X		A & I & T
9. Ability to use IT systems to record information and data adequately, to oversee and support staff and the manager to produce recordings to an adequate standard within required timescales; and ability to model good recording practice.	X		A & I & T
10. Ability to make confident, calm, independent decisions. This includes effectively allocating	X		A & I

and deploying resources flexibly and exercising appropriate authority as needed.			
11. Ability to work independently under pressure in an environment which is subject to rapid change whilst being organised, prioritising your own workload, meeting deadlines and supporting the workers under your supervision to do the same.	X		A & I
12. Ability to communicate effectively to develop and maintain positive collaborative working relationships with partner agencies, clinical teams, parents and significant others to ensure individual plans and support packages are achievable and adhered to.	X		A & I
13. To ensure that the home functions in such a manner that staff and young people understand, recognise and celebrate the diversity of cultures and beliefs within the home and wider community. Nurturing an open and responsive culture that staff and families feel represented and listened to.	X		A & I
	Essential	Desirable	Assessed
14. To hold a Social Work Qualification, or equivalent qualification in a relevant field and within the last 5 years, to have worked for at least 2 of these years in a position relevant to the care of children.	X	X	A & I & C
15. To hold (or commit to completing within 3 years) a Level 5 Health and Social Care for residential childcare qualification (or equivalent management qualification).	X		A & I & C

A – Application form

I – Interview

T – Test

C - Certificate