

Job Profile comprising Job Description and Person Specification

Job Description

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| Job Title: Assistant Team Manager | Grade: PO4 |
| Section: Specialist Family Services - Oakdene | Directorate: Childrens Services |
| Responsible to following manager: Team Manager | Responsible for following staff: Alongside a second Assistant Team manager and the team manager, you are responsible for Senior residential workers; Residential workers; Night residential workers; Domestic and housekeeping staff; Casual and agency staff |
| Post Number/s: S2204 and C3201 | Last review date: March 2022 |

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 UNIT

Oakdene is a 13 bed unit that is separated into 9 beds for short breaks and a 4 bed long stay unit for Children Looked After called Chestnut. The postholder will take responsibility as Assistant Team Manager across the two units and is expected to work in partnership across Oakdene and Chestnut. The units cater for children and young people who have moderate to severe learning difficulties. They may also have physical disabilities, sensory impairment, autistic spectrum disorders (ASD) and complex medical needs.

Job Purpose

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 assist and deputise for the team manager to ensure this is achieved. The Assistant Team will also be responsible for supporting the team and manager to ensure that the regulations that support us to keep children and young people safe and thriving are being adhered to.

Specific Duties and Responsibilities

MAIN RESPONSIBILITIES AND DUTIES OF THE POST

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

Deputise Effectively in relation to team management and oversight:

- To assist and deputise for the Team Manager in coordinating and managing the council's short breaks provision, leading the team in his/her absence, and carrying through agreed improvement plans and motivating the team.
- To advise and work with the Team Manager and Business Support Officers to provide support to the service and to ensure that the building complies with health and safety requirements.
- In conjunction with the Manager, 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 support the manager in ensuring 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.
- Understand, promote and integrate into practice, 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.
- To confidently contribute to panels and meetings with families and professionals representing the service where required.

- To work with the Manager in deploying staff (and organising the staff shift rota) to coordinate and manage the complex schedule that supports the long and short breaks units. This includes permanent, casual and agency staff.
- 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.
- To make decisions in conjunction with the Team Manager (and in the Team Manager's absence) about caseloads and the acceptance of new children and young people. To deputise confidently and autonomously in the Manager's absence as circumstances require.
- To support the Team Manager with managing a team of staff, including recruitment/retention, induction, training and development, performance management, disciplinary/capability, and succession planning.
- To support, as directed by the Team Manager, the investigation and response to complaints from service users/relatives/ carers/staff.
- To support the manager in the management of the teams budget for resources and management of the team's petty cash. To arrange the purchase 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. This includes the care of the building and catering.
- 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 support the Team Manager in ensuring an even presence of staff, while maintaining flexibility to meet situations of fluctuating demand and management of risk within the building.
- To ensure that all information systems and case records of the workers you supervise 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 support the manager with the maintenance of 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 on time.
- To support the maintenance of the facilities and building, including regular completion of risk assessments relating to fire, health and safety and other focus areas.

Supervision and Supporting the team

- 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 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 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.
- 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 (with the manager or in their absence) 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 the manager and staff with the safe administering and oversight of medication to all service users.
- To participate, lead and support a good staff induction program.

Quality Assurance

- 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 support the manager 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 share with the Manager 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.
- Contribute from an informed management perspective to the development and implementation of the Service and Team Improvement Plans.
- 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.

- To be able to deputise for the Centre Manager 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 and contribute to the grading of PRP

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 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, shift work and possible emergency cover of sleep-in duties. Participation in an emergency on call rota.

Team structure

PLACE IN ORGANISATION

The postholder is responsible to the Team (Registered) Manager. The units have the following staff:

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| 2 fte Assistant Team manager |
| 4 fte Senior Residential workers |
| 19 fte Residential workers |
| 3.5 fte domestic / laundry workers |
| 1 fte cook |
| 1 fte administrator |

Person Specification

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Our Values

THINK BIGGER

EMBRACE DIFFERENCE

CONNECT BETTER

LEAD BY EXAMPLE

PUT PEOPLE FIRST

Our Values are embedded across the SSA and throughout all roles and responsibilities at all levels of the organisation. Please [familiarise yourself with our values](#) as they are an integral part of our recruitment and selection process.

| Person Specification Requirements | | | Assessed by A/I/T/C (see below for explanation) |
|--|-----------|-----------|---|
| 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/T |
| 2. Working knowledge and understanding of Children Act 1989 & 2004 and other relevant regulations and policies (including children's home regulations and safeguarding policies) and to ensure that these are adhered to within the unit. | X | | A/I/T |
| 3. Knowledge and understanding of the need for council policies and good practice in employment rights | X | | A/I/T |

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| 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. | | | |
| Experience | Essential | Desirable | Assessed |
| 4. Experience of supervising, managing, mentoring or providing reflective space for others. | | X | A/I |
| 5. Experience of 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 and training in working with the management of medication, or the willingness to undertake relevant training within 6 months of appointment. | | X | I/T |
| 7. 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 | | I/T |
| Skills | Essential | Desirable | Assessed |
| 8. 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 |
| 9. 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 |
| 10. 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 | | I/T |
| 11. Ability to work alongside the Manager as their Assistant Team, making confident, calm, independent decisions when required and deputising in their absence. This includes effectively allocating and deploying resources flexibly and exercising appropriate authority as needed. | X | | A/I |
| 12. 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 |
| 13. 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 |

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| 14. 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 |
| Qualifications | Essential | Desirable | Assessed |
| 15. To hold a Level 3 or higher Health and Social Care for residential childcare. A qualification (or equivalent), or a Social Work degree. And be willing to commit to obtaining the Level 5 Diploma in leadership and management for residential Childcare within 2 years of appointment. | X | | A |

A – Application form / CV**I – Interview****T – Test****C - Certificate**