

## Deputy Manager

Birmingham  
Full-time, Permanent  
Salary £25,000 - £28,000

Reporting to: Registered Manager  
Accountable to: Registered Manager & Director

### Purpose

Sherlock Healthcare Services Ltd is an established Residential Childcare Provider based in Birmingham. Our main aim and purpose are to provide a caring Home environment for Children and Young People to feel safe and supported throughout their developmental years. We pride ourselves on our ability to identify and offer therapeutic care, especially for those with complex needs such as EBD, ADHD and ASD.

We recognise that all Children and Young People in our care are competent individuals. With that said, it is also recognised by the company that working within this type of setting can be a difficult and personally demanding task. It is therefore essential to acknowledge this reality so that collectively we can develop practices to assist staff in managing situations as they arise.

Members of staff are the Company's leading resource. We believe when staff feel respected, valued and empowered, they will flourish and provide a more bespoke and dedicated level of care. As well as regular supervisions, all employees receive ongoing training and support to help them further advance within their role. There is also a real opportunity for career progression within the Company.

### The Role

As a Deputy Manager for Sherlock Healthcare, you will be reporting directly to the Registered Manager. You will collaboratively manage and develop the staff team, enabling them to provide the highest level of structure and support for the Children and Young People placed within our care.

You will have the opportunity to utilise your training and life skills to influence positive change and make a difference within a Child's life as well as offering ongoing support to the staff team.

Due to the nature of this role, you will need to offer flexibility and work as part of a team to ensure the staff rota is always covered.

## Key Responsibilities

Key Responsibilities for this role may include but are not limited to:

### Safeguarding Children and Young People

- To be the designated person in charge in the Manager's absence.
- To assist the Registered Manager in the management of the home in all aspects including staff planning, budget, resource monitoring and the implementation of statutory regulations.
- To develop and maintain positive relationships with multi-agencies to achieve optimum outcomes for young people accommodated within one of Sherlock Healthcare Services Home's.
- To assist the Registered Manager in maintaining high quality care standards within the principles of the Quality Standards outlined in 'The Children's Homes (England) Regulations 2015'.
- Maintaining reports and records in respect of individual young persons and their progress, and attending relevant meetings, care reviews, parents' evenings etc. and make appropriate referrals to other agencies should the need arise.
- To chair staff meetings and young people's meetings where appropriate in the absence of the Registered Manager.
- To ensure that appraisals, supervisions and personal development and training plans are undertaken and acted upon.
- To manage employee relations such as investigations and informal meetings where necessary
- To oversee the implementation of internal and external processes and manage the outcomes e.g. medication audits, Reg 44 action plans, Reg 45 reports
- To be on call outside of designated hours where required.

### Health & Safety

- Maintain good order in the Home by ensuring all house equipment and furniture is kept in good condition and that any defective furniture/equipment is reported to your line manager.
- Carry out duties in compliance with the Health and Safety at Work Act 1974 and subsequent Health and Safety legislation.

### Organisation

- Report issues of any service need whatever nature which, directly or indirectly affects the organisation.
- Ensure that the Registered Manager ratifies all changes to Policies and Procedures before publication.
- Ensure you update the Registered Manager with regular reports and updates of the Home's operation.

## Staffing and Training

- To provide supervision and support for all members of staff, to ensure high standards of professional care and practice based on the individual needs of the young people.
- Ensure that the allocation of staff duties is clearly and adequately defined.
- Organise staff training when required, including in-house and external.
- Participate in the recruitment, selection, interviewing and induction of new staff.
- Ensure that all newly appointed staff (including any agency, temporary, volunteer, and students) are taken through the induction training programme and have signed to confirm and to ensure that a current DBS is in place for each staff member.
- Undertake training relevant to the role of Deputy Manager.
- Exercise effective leadership of the Home operations and care staff. Such that the Home is organised, managed and staffed in a manner that delivers the best possible care.
- Ensure that the Home staffing levels are adequate to meet the Statement of Purpose and the staff is evaluated in practice to meet the needs of the Children accommodated there.
- Ensure that all staff are clear about accountability and reporting lines, and the procedures to be followed concerning emergencies, Health and Safety, Child Protection and notification of incidents, including Fire evacuation procedures and regulations.
- Carry out duties in compliance with the company's Equal Opportunities Policy.

## Other duties

- Attend Company Management meetings
- Attend reviews or panel meetings
- Chair staff meetings
- Work shifts on a staff rota including weekend, sleep-in and nights
- Cover special events such as holidays

## Requirements

To be considered for this role, candidates must have the following as a minimum requirement:

- NVQ Level 3 Diploma in Residential Childcare (or equivalent)
- Full UK Driving License (Must have been held for at least 2 years)
- Minimum of 2 years' experience working in Residential Childcare at a senior level.
- Must be at least 22 years old to ensure a minimum 4-year age gap between staff and the eldest Child resident as required by legislation.

Please note: This is a description of the job as established. It is the practice of this company to examine employee's job descriptions periodically and to update them to ensure that they relate to the job as being performed, or to incorporate proposed changes, through Practice Review. It is the company's aim to reach agreement on reasonable amendments, but if an agreement is not possible, the company reserves the right to insist on changes to your job description after consultation with you.

## Person Specification

	Essential	Method of assessment
Education and qualifications	QCF 3/ QCF 5 or equivalent (or working towards it).	Application form
	Good working knowledge of the requirements of the Quality Standards, Children's Act and Children's Regulations 2015.	Interview/Test Supervision
Experience	Experience of advocating for young people with Emotional Behavioural Difficulties and their families in a voluntary or professional residential care setting.	Application form References Interview
	Experience of managing/supervising a team within a Children's Home to secure positive outcomes for young people.	
	Experience of developing professional contacts and working collaboratively with multi agencies to secure the best outcomes for young people.	
Aptitude and skills	Ability to plan and manage staffing resources to ensure the home is always adequately covered, including annual leave and sickness absence etc.	Application form References Interview
	Ability to manage, support and motivate a staff team to achieve company objectives.	Test
	Ability to manage employee relations casework, undertake investigations and lead informal/formal meetings.	
	Ability to produce written reports and management information etc. as required for a professional audience.	
	Good standard of verbal communication skills to liaise with young people, parents/carers and professional agencies.	
	Ability to work proactively and on own initiative within standard procedures and regulations.	
	Ability to manage conflict and challenging behaviour.	
Other	To maintain confidentiality at all times.	
	Full, clean driving licence.	
	Commitment to undertake mandatory learning and development activities as required.	
	Flexibility to work shifts including weekends, sleep-ins, Bank holidays and to cover emergency arrangements.	
	Available to join overnight holiday activities away from the Children's Home.	
Commitment to promote and demonstrate in working practice, the Company's Equal Opportunities Policy.		
	Desirable	Method of assessment
Experience	Experience of auditing and monitoring processes in a Children's Home	Application form Supervision