



JOB DESCRIPTION

Job Title: Assistant Service Manager

Reports to: Registered Service Manager

Overall Job Purpose

Deputise for the Registered Service Manager in the operational management of services, through assisting the Service Manager, the role will contribute to the provision of safe, secure and nurturing environments for young people.

Key Responsibilities

- Maintaining an overview of the whole service in line with the Registered Service Manager;
- Taking an active role in delivering quality performance management systems.
- Working closely with the Registered Service Manager to embed attachment focussed practice.
- Participating in relevant HR processes, ensuring Moore House Care & Education policies and procedures are followed, implemented and reviewed
- Ensuring quality assurance systems are adhered to and relevant audits undertaken;
- Keeping with legislative requirements and organisational policy and procedure;
- Participating in the on-call and campus manager rota as required;
- Assist in the implementation and effective application of organisational policies, procedures and systems;
- Ensure young people's plans are being delivered and reviewed regularly;
- Actively involve young people in planning, design, delivery and review of programmes and services;
- Commitment to achieving positive outcomes for young people, enabling them to achieve success in their lives;
- Leading practice to ensure the highest standards of care are offered to the young people in line with National Care Standards and the vision, purpose and values of the Organisation;
- Ensuring issues which arise for young people are addressed appropriately, maximising the opportunity for the young people and staff team to learn and develop
- Ensuring appropriate standards of care and control are maintained and the safety of young people is given the highest priority;
- Supporting staff to maintain an approach reflecting Playfulness, Acceptance, Curiosity, Empathy (PACE) while meeting basic care and developmental needs of young people within a therapeutic environment;

- Assuming overall responsibility for the services in the absence of Registered Service Managers.
- Developing and maintaining a positive learning culture;
- Developing partnership working with professional colleagues and parents/carers;
- To undertake other duties appropriate to the grade of the post and needs of the organisation.

This job description is not necessarily an exhaustive list of duties but is intended to reflect a range of duties the post-holder will perform. The job description will be reviewed regularly and may be changed in the light of experience and in consultation with the post-holder.

Person Specification

Personal Competencies:

- Highly motivated and enthusiastic;
- Excellent leadership skills;
- Strong commitment to improving outcomes for young people;
- Trustworthy and reliable;
- Conflict resolution and negotiating skills;
- Physically and mentally fit;
- Emotionally intelligent;
- Resilient;
- The ability to recognise and manage stress in self and in others.

Professional Competencies:

- Good understanding of residential child care and education. Sound theoretical knowledge and ability to apply theory to practice. Including theory on DDP, attachment and child development;
- Ability to lead, build teams and manage others;
- Knowledge and understanding of relevant legislation and guidance for children and young people;
- Demonstrated ability to engage positively and effectively with staff and young people;
- Demonstrated ability to engage effectively with external stakeholders including partnership working with parents/carers;
- Ability to write high quality reports and professional papers;
- Ability to reflect on own practice and the practice of others;
- Able to demonstrate ability to maintain confidentiality as appropriate.
- Ability to think strategically and creatively;
- Ability to adapt and cope with pressure and change;

Qualifications and Experience:

- Qualified to HNC level, Social work, community learning and development, or other professional qualification combination which meets the minimum requirements for SSSC registration;
- Qualified to SVQ level 3 with a willingness to work towards SVQ level 4 Children and young people
- Minimum of three years experience working with children and young people;
- Protection of Vulnerable Groups checks at Enhanced level;
- Occupational Health certificate of fitness requirement;
- Driving licence essential.