



Job Description

Job Title: Depute Head of Care

Reporting to: Head of Care

Introduction:

Working closely with the Head of Care and Senior Management Team (SMT), the Depute Head of Care will ensure the delivery of high-quality residential care services for children and young people. You will play a key role in deputising for the Head of Care during their absence and contribute to the overall leadership and management of the Registered Service Manager team.

Key Responsibilities:

Leadership and Management:

- Provide inspirational leadership, effectively communicating Moore House Group's mission, vision, values, and strategic priorities to staff across your assigned campus.
- Oversee the day-to-day operations of residential services within your campus, ensuring flexibility and responsiveness to the evolving needs of the organisation and residents.
- Lead and manage staff, fostering a supportive and development-oriented environment. Identify training needs and contribute to the planning and delivery of effective staff development programs.
- Champion a trauma-informed culture that prioritises staff well-being and reflective practice.
- Act as a Designated Child Protection Officer, safeguarding children and young people within your campus.
- Ensure that all Service Managers and staff have access to induction, support and supervision, and staff development opportunities.
- Ensure that all Service Managers receive training, support and direction in dealing with staff disciplinary procedures, enabling them to handle sickness absence, performance management, disciplinary and capability issues in a timely and highly effective manner, notifying SSSC as appropriate.
- Act as on-call Manager as required dealing with emergency situations as appropriate

Strategic Planning and Improvement:

- Collaborate with the Head of Care and senior management to identify, deliver, and review strategic and service-level plans, setting high standards and targets for continuous improvement across Moore House Group's residential services.
- Contribute to effective planning for children and young people, ensuring their individual needs are met through appropriate care, education, and support packages.
- Monitor and track resident progress within your campus, recording and reporting outcomes to inform ongoing service improvement.

Compliance and Quality Assurance:

- Ensure compliance with current legislation, care standards, health and safety procedures, and risk management protocols across your campus.

- Maintain high-quality residential environments and manage property maintenance effectively within your assigned area.
- Implement and uphold Moore House Group's PACE approach to create a culture of well-being and inclusion for all.

Collaboration and Representation:

- Build and develop partnerships with local authorities, third-party organisations, and other groups to enhance opportunities for residents and staff development within your campus.
- Represent Moore House Group at conferences and network events, promoting our work and fostering collaboration within the residential childcare sector.

Additional Responsibilities (Depute Head of Care Only):

- Deputise for the Head of Care in their absence, assuming full leadership responsibilities across Moore House Group's residential services.
- Take on specific leadership responsibilities, including chairing relevant committees, liaising with the Care Inspectorate and Scottish Social Services Council (SSSC), and contributing to Scotland Excel Framework tendering processes.
- Share responsibility for initial referrals, ensuring information is recorded, shared, and decisions are made collaboratively with the senior management team.

Experience and Qualifications:

Essential:

- Minimum 3 years experience managing residential care/young people's services.
- Extensive experience in safeguarding and child protection.
- In-depth knowledge of relevant legislation and care standards.
- Proven track record supporting and developing staff.
- Experience in self-evaluation and planning for service improvement.
- Strong understanding of health and safety protocols.
- Full UK driving licence.

Desirable:

- Experience in national/local government commissioning processes.
- Experience report writing for senior management/boards.
- Service development and project management skills.

Qualifications:

- Essential: Professional qualification in residential care/services for children and young people.
- Desirable: Leadership/management qualification.

Personal Attributes:

- Motivational, open, and participative leadership style.
- Excellent organisational, administrative, IT, time management, and decision-making skills.
- Strong interpersonal and communication skills with ability to delegate effectively.
- Ability to handle competing priorities and a challenging workload in a pressurised environment.
- Ability to work independently and take initiative.
- High emotional intelligence and commitment to reflective practice.
- "Can-do" attitude with a commitment to continuous improvement and professional development.
- Eligibility to work in the UK with a clean driving licence.

This job description is not exhaustive and the post holder may be required to undertake other duties commensurate with the grade of the post.