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JOB ROLE PROFILE AND PERSON SPECIFICATION

Post Title and Number: Deputy Short Breaks Manager – Family Support

Present Grade: PO2 Dept: People

Service/Section/Team: Joint Service for Disabled Children

Reports to (title): Specialist Short Breaks and Family Support Manager

Purpose of the Role:

This is a key role in ensuring the JSDC is providing excellent quality family support for disabled children and their families. The Deputy Short Breaks Manager (family support) will be responsible for coordinating care in families' homes and in the community, and behaviour intervention support agreed at the JSDC Specialist Services Panel. They will also have a responsibility for service recruitment.

Coordinate and contribute to the management of Cheviots family support services for disabled children and young people with complex care and medical needs including moving and handling needs, enteral feeding, positioning and intimate personal care, behaviours of concern, sensory impairment, medical needs and who are life limited.

Manage the provision of short breaks services and specialist family interventions delivered in families' homes and in the community. Homecare, home-sitting, and other specialist behaviour support is delivered creatively 7 days a week during term time and school holidays. The needs of disabled children and their families receiving family support may be complex, and families may be in crisis. Children receiving this support may be subject to Child In Need plans, 'looked after' by the Local Authority and be subject to Child Protection Plans. This role will include undertaking initial and routine observation visits to service user homes to complete initial assessments and review them.

Oversee all aspects of casual staff recruitment, ongoing support and personal development, for the Short Breaks & Family Support Service to ensure that quality safe, effective services are delivered. This will include raising awareness of job opportunities in the service, supervising the on-boarding processes, providing robust inductions, and maintaining ongoing effective staff supervision and training.

Ensuring that the views of disabled children and family are routinely sought to inform individual care packages and overall service provision.

Be responsible for ensuring that statutory regulatory duties are met, and best practice is embedded in all areas. Ensure that there is effective allocation of available human, financial and specialist resources at all times.

Coordinate and support with the provision of short break services which are delivered Monday to Sundays from 7am – 9pm, 7 days per week during term time, and Playschemes during all school holidays. Services are delivered at the Centre, in the community and in the family home, ensuring compliance with statutory duties and best practise is embedded.

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Work shifts flexibly between the hours of 7am – 9 pm 7 days a week to meet the needs of families and the service.

Deliver a range of specialist training in line with statutory protocols to parents and professionals both internal and external to our service. Provide bespoke advice and support to families in specialist areas (e.g. Positive Behaviour Support, Moving and Handling, and Communication).

Promote and safeguard the welfare of disabled children in line with the requirements of 'Working together to Safeguard Children 2018' and the Children and Families Act 2014 and ensure that this culture and practice is embedded throughout all services and providers in accordance with local and national protocols.

Ensure that statistical and performance information is maintained, which can inform future service planning, delivery, and commissioning.

Provide management cover in the absence of the Specialist Short Breaks and Family Support Manager and the other Deputy Short Breaks Manager (family support).

Be a lead individual for communications with the CQC and ensure that practice is in line with regulatory expectations.

Take a senior role with the Short Breaks and Family Support Team in relation to ongoing service development.

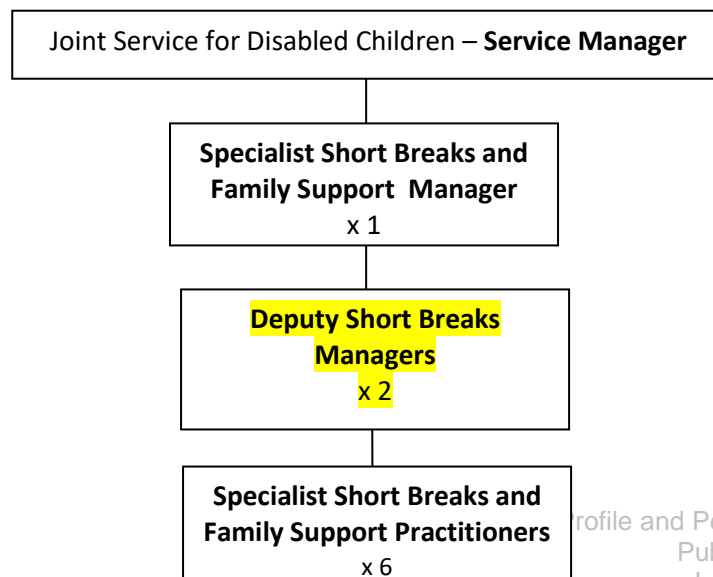
To undertake regular quality assurance of homecare, home-sitting and other family support,, to ensure services are of the highest standard. Furthermore, the individual will routinely audit and review care plans, risk assessments, medication forms, physical intervention records, and other documentation when necessary.

Dimensions including Structure Chart:

1. Annual budgetary amounts with which the role is either directly or indirectly concerned:
None.

2. Structure Chart:

- The postholder will be supervised by the Specialist Short Breaks and Family Support Manager



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3. Number of direct reports:
3 plus oversight of casual workers

4. Nature of reporting relationship between post holder and line manager

The post holder will have monthly supervision with their line manager including ongoing professional development.

5. Any other relevant statistics

N/A

Key Accountabilities:

Insert the most important and frequent accountabilities first.

Accountabilities	Anticipated level of time H = High, M = Medium L = low
1. To effectively lead, manage and develop the family support (homecare, home-sitting and behaviour intervention) provided by Cheviots Children's Disability Service in the context of local and national priorities, to improve outcomes for disabled children and their families in Enfield.	H
2. To ensure that homecare and home-sitting policies and procedures are adhered to consistently, including risk assessments, care plans, accident reporting, medication administration, and lone working.	H
3. To support children and young people attending the Cheviots weekend group provision and to assist with after school clubs and playscheme sessions as and when required.	H
4. To ensure that direct reports receive the appropriate supervision and opportunities for professional development and that performance expectations are recorded and reviewed.	M
5. To oversee the recruitment and management of the casual staff.	H
6. To attend case conferences, reviews and other multi agency meetings to ensure consistent care plans for children and young people.	M
7. To ensure that systems are in place which promote consultation with disabled children and young people and their families to ensure that their views contribute to the development and quality assurance of short breaks services and family support.	M
8. To review documents associated with homecare, home-sitting, and other family support services routinely, ensuring that they are current and reflective of the child or young person's needs.	M

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9. To maintain collaborative, cooperative, and effective dialogue between parents/carers, social workers and supporting services (i.e. schools, health professionals, youth services) to achieve the best outcomes for disabled children and young people.	M
10. To ensure all statutory and best practice requirements relating to disabled children are in place and that performance indicators are met. (Ofsted , CQC, working together 2018 and Children and Families Act 2014.)	M
11. To work in partnership with social workers and other professional to ensure that the specialist short break service responds to needs.	M
12. To deliver training relating to the specialist area of expertise to other professionals and parents.	M
13. To ensure that there is accurate and detailed case documentation.	M
14. To maintain a high standard of professional specialist knowledge and skill and to ensure that staff have access to team learning and development activities, and that performance reviews are undertaken according to guidance.	M
15. To ensure all staff, casual workers and volunteers operate to the highest standard in relation to Child Protection and Safeguarding procedures, alerting Managers to any risk issues that may arise including personal safety and the safety of others.	L
16. Be supportive of different working practices and value equality and diversity.	L
17. Deputising for the Specialist Short Breaks and Family Support Manager and the Deputy Short Breaks Manager (Playscheme and inhouse groups) as and when required.	L
18. Any other duties reasonably requested by management	L
19. Carry out all accountabilities in compliance with the Council's Policies and Procedures	L

Key Relationships (Internal and External):

Social workers and managers across children's services
 Education and Health professionals
 Schools
 Parent/carer organisations
 Short break providers

Equality and Diversity:

The Council has a strong commitment to achieving equality in its service to the community and the employment of people and expects all employees to understand, comply with and promote its policies in their own work.

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Health and Safety:

The post holder shall ensure that the duties of the post are undertaken with due regard to the Council's Health and Safety Policy and to their personal responsibilities under the provisions of the Health and Safety at work Act 1974 and all other relevant subordinate legislation.

For a more detailed definition of these responsibilities, refer to the current versions of the Corporate Health & Safety Policy, Group Safety Policy and employee information leaflet entitled "Health & Safety Policy; Guidance on Staff Health & Safety Responsibilities".

Corporate Health and Safety Responsibilities

All employees have personal responsibilities to take reasonable care for the health and safety of themselves and others. This means:

1. Understanding the hazards in the work they undertake;
2. Following safety rules and procedures;
3. Using work equipment, personal protective equipment, substances, and safety devices correctly; and
4. Working in accordance with the training provided and only undertaking tasks where appropriate training has been received.

Employees shall co-operate with the Council by allowing it to comply with its duties towards them. This requires employees to:

- take part in safety training and risk assessments and suggest ways of reducing risks; and
- take part in emergency evacuation exercises.

Employees shall report all accidents, 'near miss' incidents and work related ill health conditions to their manager/supervisor/team leader.

Employees shall read the Corporate Health & Safety – Organisation Part B Policy to ascertain and understand their responsibilities as an employee, line manager, Assistant Director or Director of the Council.

Information Security:

In order to protect the confidentiality, integrity and availability of Council information, including information provided by customers, partner organisations, and other third parties, where applicable, employees will comply with the Council's Information Security Policy.

Statement of Commitment to Safeguarding of Children and Vulnerable Adults through safer employment practice:

Enfield Council is committed to safeguarding and promoting the welfare of children and vulnerable adults. Safe recruitment of staff is central to this commitment, and the Council will ensure that its recruitment policies and practices are robust, and that selection procedures prevent unsuitable people from gaining access to children, young people and vulnerable adults. All staff employed to work with or on behalf of children and young people in the Council must be competent.

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All staff working with Children & Vulnerable Adults should be aware of, and share the commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults when applying for posts at Enfield Council.

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PERSON SPECIFICATION

Job Title: Deputy Short Breaks Manager – Family Support **Grade:** PO2
Department: People **Team:** JSDC

	HOW TESTED Application – A Test – T Interview – I
<p>Job Specifics – Skills, Experience, Knowledge & Abilities</p> <p>Essential:</p> <ol style="list-style-type: none"> 1. As a regular and intrinsic part of this role requires you to speak to members of the public in English, the ability to converse at ease with customers and provide advice in accurate spoken English is essential and consistent with the requirements of this role. This role also requires you to be polite and courteous when conversing with the public. 2. Proven leadership and management skills and demonstrable experience of improving own and others practise to deliver high quality services. Knowledge and experience of managing aspects of a specialist short breaks provision for disabled children. 3. Experience of working effectively in co-operation and partnership with professionals, partner agencies, private sector bodies, public agencies, voluntary bodies and statutory agencies in relation to disabled children and their families. 4. Experience of working directly with disabled children and their families in a variety of settings such as homes and communities. 5. Proven ability to quality assure, set and maintain standards of work undertaken with disabled children who have multiple and complex needs. 6. Strong verbal and written communication skills to present information to varied audiences which could include detailed reports to Members. Additionally. developing plans and strategies to support families and demonstrate specialist skills to communicate with disabled children and young people which will include a range of non-verbal methods. 	<p>A/I A/I A/I A/I A/I</p>

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<p>Desirable:</p> <ol style="list-style-type: none"> 1. Experience of using a range of IT systems including electronic case file recording 2. Trained to deliver training in a relevant subject areas 	<p>A/I</p> <p>A/I</p>
<p>Behaviours</p> <p>Appropriate behaviours are key to the delivery of our vision for Enfield.</p> <p>We want staff who will work collaboratively, flexibly and constructively, and exhibit this ethos in all their dealings with residents, colleagues and partners. Our leaders will be exemplars of the following behaviours and encourage them in staff at all levels;</p> <p>Take Responsibility We want staff who are willing to make decisions and be accountable for them. Staff should have a positive can-do attitude where they see problems as challenges which can be overcome. They should accept responsibility for service delivery, be clear about their service offer and deliver what they promise.</p> <p>Open, Honest and Respectful We want staff who are comfortable and confident to acknowledge the difficulties and the barriers they face. They should also be able to constructively challenge the way things are done where there is evidence that it impedes service delivery. Challenge should be conducted in a professional, courteous manner with the aim of reaching a mutually agreeable resolution.</p> <p>Listen and Learn We want staff who are prepared to actively listen and reflect on customer concerns with a view to understanding the customer's point of view. Staff should be able to receive constructive criticism and be prepared to adapt the way they operate and deliver services where appropriate.</p> <p>Work Together to find solutions</p>	<p>A/I</p>

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<p>We want staff who can work collaboratively with other departments and partners, freely sharing their knowledge and skills to identify solutions to address customer concerns.</p> <p>Candidates: Please ensure you address these behaviours in your responses to the essential (and desirable if applicable) criteria above.</p>	
<p>Competencies:</p> <p>Candidates: Please ensure you address these competencies in your responses to the essential (and desirable if applicable) criteria above.</p> <ol style="list-style-type: none"> 1. Customer focus 2. Deliver service performance 3. Focus on continuous improvement 4. Political awareness and context 	<p>A/I</p>
<p>Qualifications & Professional registration criteria</p> <p>Candidates: Please ensure you address these qualifications in your responses to the essential (and desirable if applicable) criteria, you will be expected to meet these requirements of the role and they will be explored with you at interview.</p> <ol style="list-style-type: none"> 1. NVQ level 3 or equivalent in childcare and/or health and social care 	<p>I</p>
<p>Special requirements</p> <p>Candidates: Please note you will be expected to meet these requirements of the role and they will be explored with you at interview.</p> <p>N/A</p>	<p>I</p>