

# **JOB SPECIFICATION**



Job Title: **UNIT/WARD MANAGER**

Establishment:

Responsible to: **DEPUTY HEAD OF SERVICE**

## **Brief Description of job:**

The role is about leading a team to maintain a stable, happy and caring environment that puts the health, safety and welfare of our young people first. To provide appropriate physical and emotional support to young people in residence through the work of a team of care staff within a residential environment. The emphasis is upon effective management of a team, which involves motivating, coaching, managing performance via probation/appraisal and auditing the quality of care. This role is critical in ensuring that national minimum care standards are exceeded. It also provides the opportunity to develop and improve practice.

Important qualities of this role include an understanding of what 'good care' looks like, being an excellent role model, conducting yourself in a professional manner and being able to relate to staff in a supportive and motivational manner. It is important that you adhere to all policies and procedures

## **JOB DESCRIPTION**

### **Key Result areas:**

1. To ensure that all staff for whom you are responsible are putting policy into practice and are either performing to expected standards or, that you are/have been actively addressing the issues effectively.
2. To ensure that all staff within the team receive supervision and appraisal to the required standard, at the correct time and which is properly recorded. This includes helping to identify young people or team training needs and ensuring those are met.
3. To monitor staff absence within the team, ensure that Return to Work Interviews are held in all cases and that all absence review meetings required by Company policy take place within the appropriate timeframe according to the standards recommended by our attendance monitoring consultancy.
4. To ensure that communication between senior management, other sources and your team, in all directions, is as effective as possible. This will involve actively using a range of strategies. It is expected that you will always communicate, in a professional manner, using the required level of confidentiality.
5. To have primary responsibility for the effective rostering and deployment of staff, ensuring that staff shortfalls are identified and covered across the house/unit or school within budget. And to ensure that the use of OT and agency staff are kept to a minimum.

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6. To manage delegated resources efficiently and co-ordinate staff contributions to the ongoing maintenance and improvement of the establishment through the Development Plan.
7. To be involved in the recruitment and selection of care staff as required.
8. Attend work reliably and punctually and to follow a work pattern as required, which may include working a shift pattern and Bank Holidays plus be prepared to work overtime if the need arises.
9. To attend all training as required and be prepared to achieve qualifications appropriate to the role at any particular time as specified by the company. Also to contribute to training delivery to colleagues/new staff as directed.
10. Do everything possible to safeguard our young peoples from any form of abuse from staff, visitors or each other and ensure staff follow the company policy/procedure.
11. To promote equality, acknowledging young people differences and uphold the rights and responsibilities of young people and staff and to challenge any discriminatory practice.
12. To have responsibility for ensuring effective planning, preparation, supervision and assessment of all routines within the working day curriculum.
13. To build and maintain a professional positive manner with the young people and staff at the establishment and any other company personnel you come into contact with and disengage from these appropriately.
14. When involved in direct care work, your input meets the standard required by legislation and as set out in policies and procedures.
15. To take primary responsibility for a specific area of service development or a specific project.
16. To ensure correct procedures are followed by all staff to support the young people in their domestic and personal situations, enabling them to do as much for themselves as they possibly can, to promote independence
17. To monitor, maintain the young people's environment ensuring that these areas have the correct resources, and that the inventory is kept current.
18. To ensure that the medical needs of the young people are met at all times. This will involve requesting, administering and auditing prescribed medication as agreed in the young people plans and in accordance with company policy and establishment procedure.
19. As a multi disciplinary approach identify the social and emotional needs of the young people and ensure that staff act in a way that promotes positive self-esteem.

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20. Alongside other staff support the young people's emotional well-being by helping to maintain their interests and enabling them to keep in contact with family and those who are important to them.
21. To have knowledge of and oversee the young people, using the knowledge to contribute to assessments and care planning. This will include auditing records, provision of information to other staff, liaising with young peoples families, representing the young peoples preferences and wishes, where appropriate, and contributing to case reviews.
22. Ensure others carry out the role of Key Worker/Personal Tutor for one or more young people as required including completion of appropriate documentation.
23. To use the knowledge of the young people' needs to promote learning whilst taking part in activities or the waking day curriculum. This knowledge will also be used to support young people during preparation and undergoing transition.
24. To use the establishment residential community as a means to support and social learning for the young people. This will involve managing the group through procedures and activities so that it provides an enjoyable and positive experience.
25. To be fully aware of young people's behaviour and performance, to record observations accurately and use this information to inform team practice, formal assessments, care plans and case reviews.
26. To develop and maintain your knowledge at a national level, keeping abreast of new developments in this field of work and reflecting on your own values, priorities and effectiveness.
27. To drive company vehicle and transport young people following training and assessment (for this you will need to hold a full driving license) and meet company requirements.
28. To undertake any other additional duties, which are reasonably commensurate with the role, as required.

### **Health & Safety**

29. You have a duty (under Health & Safety Legislation) to take reasonable care for the health and safety of yourself and of others. This means having an understanding of hazards in the workplace, comply with safety rules and procedures and ensure that anything you do/or don't do puts yourself or others at risk. This includes contributing to a safe and secure environment for our young people.

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## **PERSON SPECIFICATION**

**For new appointments, a selection panel will assess each of the points below against what you have written on the application form – so, as a job applicant, you should explain, by using examples from previous jobs, voluntary work or whilst you were in education, how you match these points.**

### **Knowledge**

1. Knowledge of management practice including principles of effective supervision and appraisal.
2. Good knowledge of learning disabilities and/or special needs including recent developments.
3. Good knowledge of recognised positive approach to working with challenging behaviours associated with learning difficulties.
4. Knowledge of good practice in recruitment and selection.
5. Knowledge of what equal opportunities and discrimination are and how it can be prevented.
6. Knowledge of human growth and development.
7. Knowledge of regulatory standards and legislation.

### **Skills and abilities**

8. Ability to follow a work pattern and attend work punctually and reliably, including early mornings, evenings, weekends and bank holidays (and to do 'sleep ins' at the establishment if required) to manage your team effectively.
9. Ability to identify own training needs and participate in training and development to enable you to carry out your job to the required standard and maintain continuous personal development and records.
10. Ability to go wherever our young people go, manage stairs, use appropriate physical interventions and participate in physical exercise and activities as necessary.
11. Ability to communicate clearly to others and relate to staff in a way that will enable, motivate and support them through role modelling, mentoring, coaching and training, together with the ability to assess staff performance and give constructive feedback.
12. Ability to lead the assessment of and care planning for the students as required.
13. Ability to promote a positive approach to managing challenging behaviour and to challenge poor practice.
14. Ability to read and understand written work of a professional nature and to write clear and accurate reports and plans to required deadlines and standards.

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15. Ability to form professional and appropriate relationships with young people.
16. Ability to develop a specific area of the service as delegated.
17. Deliver effective training if required.
18. Ability to mentor and coach staff

## **Qualifications**

19. NVQ Level 3 in Health & Social Care or equivalent qualification in child/adult care/support or willingness to work towards this.
20. To undertake required training as requested of you that is relevant to your post.
21. First Aid.

## **Experience**

22. Proven experience of leading and managing a team and the development of good practice in a care/learning support context.
23. Proven experience of working effectively with young people with learning disabilities and/or special needs.
24. Experience of planning, organising and learning activities appropriate to meet young people's needs and abilities, demonstrating positive outcomes.
25. Experience of person centred planning.

## **NB Applicants must meet any age requirements set by the relevant regulatory body**

This Job Description indicates the main duties and responsibilities of the post and it is not intended as an exhaustive list.

Jobholder .....Signed ..... Date: .....

Manager .....Signed ..... Date: .....

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