

## Job Description: Deputy Social Care Manager with Responsibility for Children's Residential Service



Hours:  
Fulltime



Location: based  
in Dublin



Reporting to:  
Social Care Manager

### Role overview

Peter McVerry Trust is a national housing and homeless charity committed to reducing homelessness and the harm caused by substance misuse and social disadvantage.

The Role of **Deputy Social Care Manager** in our Children's Residential Service is an essential part of the team that provides support to the children and young people in line with the National Standards for Children's Residential Centres and other relevant legislation.

### Responsibilities

The role of **Deputy Social Care Manager for Children's Residential Service** will include but not limited to, the following key responsibilities;

- **To the Director of Child and Family Services:**
  - You are responsible for working with the Manager and Head of Services to ensure the effective management of all operational matters associated with the efficient and effective running of our Children's Residential service/s in line with PMVT Policies and Procedures, Child Care Act 1991.
  - You create and maintain a safe, nurturing and trauma informed environment for the young people placed in the service.
  - You implement the Service Development Plan(s) for the year, providing regular updates and feedback to the Head of Under 18s Services and that the services meets the objectives as set out in the Strategic and Operational Plans.
  - You support the Admissions and Discharge Policy, ensuring a full assessment of referrals from Tusla and provide a full assessment of the young person's needs and support risk management.
  - You ensure the service is run to the highest standards under National Standards for Children's Residential Units, HIQA, 2018 and support consistent preparation for

Registration and Inspection process.

- You participate in a critical on call provision to manage critical incidents and relief cover requirements.
  - You manage, coordinate and supervise the relief support panel for under 18 services under the direction of the Head of Under 18s Services to ensure adequate cover is in place at all times, managing skills mix and resources appropriately.
  - You demonstrate a commitment to continuous improvement through ongoing review of current practices in your service, informed by feedback from key stakeholders and best practice.
  - You provide direction, guidance and support to staff members ensuring that all are clear on their role and are accountable for task completion.
  - You highlight the need for change and support development where appropriate, providing leadership and direction throughout the process.
  - You are responsible for providing timely and accurate reporting of key service metrics to the Manager and Head of Under 18s Services.
- **To provide high standards of service and care to the clients:**
    - You develop and maintain effective relationships with the clients, promoting their choices about their care and well-being. You support and guide other staff members to do likewise
    - You promote the rights and independence of each young person placed in the service.
    - You ensure that the service for which you are responsible, prioritises the needs of the young people in line with the mission and values of Peter McVerry Trust and that Placement Plans are created in line with the young person's Care Plan. That the Placement Plan is monitored, actioned and updated for each young person.
    - You manage positive communication and consultation with young people placed in the service, their families, staff and external stakeholders as appropriate.
    - You engage in and support staff to engage in activities, play and development opportunities in line with the developmental needs of each young person.
    - You ensure that the service for which you are responsible, is compliant with the appropriate protocols (for example Children First Guidelines), legal requirements and best practice. You ensure that any identified gaps are raised with the Manager and Head of Under 18s Services and addressed immediately.
    - You demonstrate a positive approach to your work and encourage the same from your team.
  - **To provide leadership and motivation to staff:**
    - You ensure new staff members receive an onsite induction to compliment the organizational induction.
    - You demonstrate leadership through professional, positive and best practice behaviours in a way that delivers the best possible service to the young people. This involves demonstrating accountability and seeking it from your team members
    - You provide regular direction and supervision for all staff members, which includes goal setting, feedback, support and identification of training and development needs (where goals are agreed, minuted and actioned).
    - You constructively challenge practices and procedures that need to be improved, challenged or eradicated
    - You build strong working relationships with your team to enable them to confide in you about their own practice, their concerns and issues
    - You are responsible for familiarising staff with the ethos of the PMVT and the code of conduct and highlighting any shortcomings in an expedient and effective way with the staff member.
    - You identify the potential for conflict and either look for ways to prevent it, or act appropriately and fairly when it does arise (seeking support from the Manager and Head of Under 18s Services.and/or HR Department where required).

- **To maintain a safe and healthy working and living environment:**

- You ensure the service is compliant with Health and Safety Regulations and requirements.
- You ensure the service is compliant with Fire Safety Regulations and requirements.
- You ensure that the maintenance and upkeep of the service, its furniture, vehicle and equipment.
- You take appropriate and immediate action to deal with health, safety, security or environmental emergencies and incidents seeking assistance where necessary
- You ensure that your team (including relief, work experience and voluntary workers) are aware of legal and organizational health, safety and security policies, procedures and practices relevant to their work
- You identify and work with the team to identify, minimize and manage potential risks in the working environment and you ensure the team are equipped to deal with challenging behaviour
- You complete and supervise other staff members in completing records and reports on health, safety and security issues in line with organisational and legal requirements
- You ensure that all regulations such as fire and safety protocols are strictly implemented
- You act as a role model in promoting health, safety and security.

- **To undertake administrative duties through:**

- You manage and co-ordinate effective administrative systems for the services ensuring young people's files are maintained as required and completing regular audits of files.
- You ensure that regular team meetings take place, ensuring all relevant areas are discussed when plans, updates and issues can be discussed openly and constructively and where actions are agreed, minuted and actioned.
- You support management of service budget and the day to day costs of running the service ensuring full oversight of spending.
- You oversee and take responsibility for an effective petty cash and Soldo system and associated receipts and ensure staff understanding and accountability.
- You provide reports as required to the Manager and Head of Under 18s Services.

- **Internal and External Collaboration:**

- You develop and maintain effective working relationships with agencies, community networks and partnerships and other service providers
- In conjunction with the Manager and Head of Under 18s Services, you identify opportunities to promote your Services at appropriate fora
- You work collaboratively with those within and outside Peter McVerry Trust to improve the provision of service
- You meet regularly with your peers and the Head of Under 18s Services, to review the effectiveness of work activities, to review outcomes of collaboration, and to improve the provision of service.
- You help to create a sense of team spirit with your peers through encouraging others, providing support, sharing learning and offering constructive feedback.
- You attend training and development opportunities and attend supervision on a regular basis with the Manager.

- **Commitment to Practice and Professional Development:**

- You regularly monitor, evaluate and reflect on your own knowledge, methods and practice and that of others
- You work with your team to build individual development plans as part of the Supervision and Support process
- You take responsibility for your own personal and professional development, seeking and assessing development opportunities to meet your needs.

- **To have a positive and enthusiastic attitude in work:**

- In your interactions with management, staff and young people of the Peter McVerry Trust.
- In your interactions with external agencies while representing the Peter McVerry Trust.
- **Other duties:**
  - You are responsible for any other duties as designated by the Director of Child and Family Services or CEO of Peter McVerry Trust
  - It may be necessary, from time to time, for workload to be re-prioritised in order to accommodate workloads in other areas of the organisation. Due notice and consultation will be given
  - It is part of the strategic plan for best practice human resources management that Front-Line Managers are moved to manage different service/and or to take on new services from time to time.
  - Undertake any other agreed duties to ensure the provision of the service.

## Experience Required

Qualifications, Skills and Experience required;

- A minimum of degree level qualification in a relevant discipline e.g. Social Care, Social work etc.
- Essential competencies: Commitment to providing the highest level of service, respect for others, openness to change, communication skills– oral, aural and written, contributing to the prevention and management of challenging behavior, professionalism & maintaining professional boundaries, effective team working, focusing on outcomes, analysis and problem solving, initiative and taking responsibility and leadership (All other competencies to be reviewed as part of the supervision and support process.
- A minimum of 3 years relevant post qualification experience in a residential services and/or related services setting ideally with some supervisory experience.
- A proven track record in leading and motivating staff.
- Have a thorough understanding of the National Standards for Children’s Residential Services and relevant regulatory requirements and their implementation.
- The candidate should be an excellent communicator and possess strong interpersonal skills.
- A management qualification is desirable.

## Other Information

- **Confidentiality:** It is a condition of service that all information obtained during the course of employment, especially with regard to participants affairs is treated with the strictest confidence.
- **Equal Opportunities:** To implement Equal Opportunities into your daily practice at all times
- **Health and Safety:** To be responsible for your own health and safety and that of your Colleagues in accordance with relevant PMVT policies and procedures.