

## Who Is Cove Care?

Cove Care is a truly unique service, operating within the social care sector, while aiming a range of clinical and social care services at young people with clear, or suspected, mental health needs.

Our goal is ambitious, but simple: to fill the gap in the sector with quality, specialist placements for young people, either who are being discharged from in-patient CAMHS and require skilled support and rehabilitation in the community, or as an effective, safe alternative to an in-patient admission.

Now well-established with several residential placements within the West Midlands regions, and a clear plan for ongoing developments, we remain committed to this mission today and are currently looking for a Deputy Manager that will join us in driving our mission forward.

We are dedicated to developing our staff to their highest potential, to enable the quality of our service to develop and continuously improve. In order to achieve this aim, we truly value the commitment and effectiveness of all employees. We promote a safe 'Cove' for our team in providing robust, comprehensive policies, quality support and supervision mechanisms throughout, and create working environments where lifelong learning and job satisfaction are facilitated.

## About the Role

Upon joining us as a Deputy Manager at Cove Care the successful candidate will be responsible for the management and supervision of both the Team Leaders and the Residential Support Worker team including any ad-hoc staff, along with the day-to-day supervisory responsibilities of those staff, decided by the Registers Manager who you will be working with closely and on hand to offer support and supervision.

Supporting other members of staff in the management and provision of care for young people; ensuring young people retain as much of their dignity and individuality as possible, whilst encouraging and enhancing their self-esteem and quality of life.

As the Deputy Manager you will possess a genuine interest in working within a caring environment with young people, that can demonstrate excellent communications skills with the ability to adapt in different professional situations, promoting a stimulating, caring and culturally appropriate environment.

Working both within a team and as an individual will be key in achieving the objectives within this role, so being a team player and a self-starter is another important quality we are looking for within a potential candidate.

The Deputy Manager is a senior professional role within the placement and the management structure, you will be required to demonstrate high levels of professionalism and competency within day-to-day duties and when representing the Company externally.

The successful candidate will be able to remain flexible, agile, and reliable throughout their position. When necessary, the candidate will remain confidential and all round trustworthy whilst demonstrating strong leadership skills, assisting the Registered Manager in maintaining the staff Rota to ensure there is sufficient staff coverage at all times, maintaining the efficient and safe running of the home.

You will also assist the Registered Manager in the management of the home, including the day-to-day running and the quality of life enjoyed by the young people, demonstrating a high level of team leadership and staff co-ordination and needs to be a role model of excellence for staff.

As a Deputy Manager you will be expected to willingly undertake and participate in your own professional and personal development engaging in training when available, whilst encouraging others and residents to do the same.

This role would suit a strong communicator who has the ability to adapt in different situations, whilst confidently able to demonstrate and actively encourage high standards of cleanliness, nurturing an inclusive homely environment along the way, with the ability to establish good, professional relationships.

You will have a positive can-do attitude with the upmost respect for young people, their families, other staff, Social Workers, visitors, neighbours, and any relevant others such as the local community, which you will be encouraged to build relationships with.

## Roles & Responsibilities

- Promote and ensure the good reputation of the placement is upheld at all times.
- Identify any deficits in care and the training needs of the staff and report these in a timely and effective manner to the RM, providing training where necessary.
- key worker duties include pre-admission assessments and visits where available, admission of the young person, and orientation to the placement, devising quality outcome plans for the young person in line with the Company's model of care, ensuring all young person files of paperwork are complete and in good order, providing monthly summaries for internal reviews and for placing authority distribution, attending all key meetings involving the young person, identifying any unmet needs on an ongoing basis and discussing with relevant senior team members how these are to be met.
- Ensure that the staff, both Team Leader and Residential Support Workers (including their relief workers) are kept fully conversant by guidance, instruction, and practice with all aspects of managing the home, so that they can take proper charge of the home in the normal course of their duties.
- Ensure that there are efficient and known channels of communication for the proper dissemination of information, instructions and reporting back within the home and that all staff are fully conversant with their duties, rights, and levels of responsibility.
- In the absence of the Registered Manager to be responsible for arrangements of admissions of young people to the home in line with the policy and procedures laid down by the Company.
- Ensure appropriate health checks and treatments are administered and kept under regular review.
- Encourage, stimulate, and participate in social activities for the benefit of the young people.
- Take responsibility for the proper administration of the home's entertainment and travel allowance.
- To ensure that any matters that may contribute adversely to the health or safety of the young person are raised immediately with the RM, and that any such matter that may be defined as safeguarding concern is dealt with appropriately as per the local area and Company safeguarding procedures.
- Always comply with statutory legislation requirements, i.e., National Minimum Standards, Children's Homes Regulations etc.

## Experience and & Qualifications

- Diploma level 5 Leadership & Management (or working towards)
- A full clean driving Licence.
- Excellent knowledge of the care needs and care plans of specific young people at the placement and of those of Looked After Children generally
- Experience of working in caring environment with young people within a management role is preferred.

## Why Choose Cove Care?

- Competitive salary dependant on experience.
- 28 days holiday inclusive of Bank holidays.
- Overtime paid at time and a quarter for full time staff.
- Bank holidays including Christmas paid at double time if worked.
- Continuous training and development.