

# care in mind:

Care in Mind are responsible for providing mental health services for young people and young adults across the North West, Midlands, and Yorkshire, as well as offering specialist Training.

Care in Mind provides bespoke 24/7 wrap-around CAMHS support packages for young people and residential care teams. The team all have specialist experience of complex young people in Tier 4 inpatient, residential care settings and community placements. They have a particular expertise in managing transitions from hospital and secure settings into the community in as smooth a manner as possible. The team support transition into adulthood working with young people up to age 25.

## **Company benefits include:**

- Childcare voucher scheme**
- Cycle to Work Scheme**
- Enhanced company pension**
- Enhanced maternity/paternity leave**
- Recruit a friend scheme**
- Employee of the year awards**
- Employee Assistance programme/counselling service**
- Free on-site parking**
- Paid DBS check**
- Online shopping discounts**
- Fantastic working environment**

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## Care in Mind Values



**STRONG TEAMS WITH GOOD LEADERSHIP**

*Clinically led senior management team ensuring a consistent care-driven approach at all levels within the organisation*



**INNOVATION**

*Doing new things to achieve positive outcomes*

SCM - Boundary See Saw - Safe Homes Therapeutic Risk Management Model & Training



**WORKING TOGETHER**

*Core principle of "No decision about me without me"*

Collaborative Care - Planning - Service User Coordinators



**THERAPEUTIC RISK MANAGEMENT**

*Co-produced risk management plans underpinned by safe supportive techniques*

STAR Risk Assessment - 24/7  
On Call Relational Security supported by TRUSST training  
Facilitating Resilience



**SATISFIED STAFF WHO FEEL VALUED**

*Robust staff support, development and engagement*

Reflective Practice - Supervision - Staff Support - IPDR - CIM Academy - Team Briefs - Staff Engagement - Events - CPD



**GOOD COMMUNICATION**

*Internal communication structures and Close Partnership Working with other agencies*

CPA Meetings - MDT Review - Stakeholder Feedback



**VALUING FAMILIES AND CARERS**

*Finding innovative ways to involve families and carers*

Family Therapy - Virtual Parents and Carers Group being developed - Friends and Family Test Parent and Carer Engagement Events



**ACHIEVING GOOD OUTCOMES**

*Evidence of good qualitative and quantitative outcomes*

Mental Health Recovery Star - Education - AQA Awards

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JOB DESCRIPTION	
<b>Job Title:</b>	Deputy Manager
<b>Division:</b>	Care in Mind Residential Services
<b>Reports To:</b>	Residential Manager
<b>Contract:</b>	Permanent
<b>Salary:</b>	Starting salary £21,450 per annum
<b>Hours of work</b>	37.5 per week plus sleep ins
<b>Purpose of Job:</b>	To support the Residential Manager in ensuring the smooth running of the residential home and to provide an element of support to residents which encourages them to maintain independence.

Main Tasks and Responsibilities:	
1)	The provision of quality care and support for all the Young people, ensuring or facilitating their physical, social, psychological, intellectual, and spiritual needs within the resources available.
2)	To facilitate the young people in achieving and retaining as much independent control over their lives as appropriate.
3)	To support with the effective running of the home ensuring all legislations and regulations concerning the Health and Social Care Act, environmental health, infection control, building control, planning, fire checks and Health & Safety are met and all risk assessments are regularly carried out to meet the high standard expected in our Residential services.
4)	To maintain all legal and statutory records, displaying the relevant certificates in relation to the service. This includes liability insurance, CIM Registration Certificate and Inspection Grading Certificate.
5)	To support the Residential Manager in maintaining the Safeguarding Database and Records accurately and as per company policy.
6)	Follow the young person's individual care plans, to administer medication to the young people as prescribed, accurately maintaining appropriate records for the both. Responsible for ordering, checking in stock control of the young persons prescribed medication and maintaining systems to ensure effective stock management of all products.
7)	To support with all the staffing requirements for the service and the recruitment of suitable employees to work within the team.
8)	To work with Residential Manager to ensure effective staff inductions and probationary reviews take place. To carry out supervisions, appraisals, assessments and team meetings when required, ensuring the home is a friendly, supportive and caring environment.
9)	To ensure that your staff training records are up-to-date and accurate, linking in with the HR Department where required.
10)	To work with the HR team in relation to employee relations concerns and when conducting any fact finds, formal investigations ensuring reports are presented to a high standard.
11)	To support the Residential Manager in managing work leave requests, annual leave allowances and absence management ensuring review meetings are conducted

# care in mind:

when staff meet the prescribed triggers.
12) To support the young people with their financial arrangements, maintaining confidentiality of all the information, and that any financial transactions are recorded and treated with the utmost honesty.
13) To deal with all prospective / potential young people for the home, including providing relevant information and guided tours, assessing potential / new young people in conjunction with the clinical team. Welcome new young people to the home, complete appropriate records and paper work and ensure adequate arrangements are made for every new young person.
14) To ensure that you appropriately liaise with the relevant GP's, CCG, Community Mental health Services, CIM clinical team in regard to the welfare of the individual young person.
15) To be an active and encouraging Manager, establish and maintain effective communication and good relationships with the young people, relatives, employees in the home and with other externally such as professionals in the caring environment, outside supplies, agencies.
16) To be available at times to discuss matters any young person may wish to raise.
17) To Deputise for the Residential Manager in their absence.
<b>Other Duties</b>
<p>The tasks and responsibilities shown above are not exhaustive, and should be regarded only as a guide. The post-holder will be expected to undertake any reasonable activities according to the needs of the business at the time. These will be subject to periodic review, and may be amended to meet the changing needs of the business and the interests and skills of the post-holder. The post-holder will be expected to participate in this process, and the company would aim to reach agreement to any changes.</p>

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## Person Specification:

### Essential:

- Experience in working within residential services.
- Minimum of 12 months supervisory management experience.
- Must hold the NVQ Level 3 Health and Social – Children and Young People.
- Willingness to work towards Level 5 Diploma in Leadership and Management of Care Services for Young People.
- Excellent interpersonal and communication skills.
- Experience with working with Quality Care Commission (CQC) or Ofsted registered services.
- The ability to lead and manage a staff team to achieve highest possible standards for the service, staff and young people.
- The ability to work collaboratively with a wider multi-disciplinary team (both internal and external).
- To have an understanding of Health and Social Care.
- Professional, confident and warm personality.
- Having a caring disposition.
- Leadership qualities, enthusiasm along with influencing and motivation skills.
- Willing to be able to provide out of hours – on call service if needed.
- Committed to a structured approach to training and development of staff.
- To be a driver.

### Desirable:

- Control and management of budget and accounts.
- To hold Level 5 Diploma in Leadership and Management of Care Service for Children and Young People.
- Willingness to work towards Graduate Diploma in Child and adolescent Mental Health.

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- Skills in the recruitment, selection and retention of staff.

## Care in Mind Competencies:

**Achieves Results** – I show a readiness to make decisions and commit to a course of action. I am motivated by challenge and always see problems through to their conclusion.

**Team Effectiveness** – I display collaboration, building alliances and encouraging others to work together.

**Client and quality focused** – Dedicated to meeting the expectations and requirements of the internal and external customers, ensuring and maintaining effective relationships, and building trust.

**Communication** – I always communicates clearly and accurately. I listen to others and absorb information.

**Accountable** – I hold myself and others accountable. I act with integrity and trust. I always take responsibility for my work and do what I say I will.

**Develops yourself and others** – I inspire others around me and take responsibility for my own personal development. I understand how my work contributes to Care in Mind.

**Safeguarding-** It is the responsibility of all staff to read and work to the company safeguarding policy, to complete the Safeguarding training commensurate with their job role, and to report any genuine concerns to the designated safeguarding officer/lead on site, or a senior member of staff.

<b>Prepared By:</b> Julie Burton	<b>Date:</b> 23.11.16
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