

Aurora Boveridge College

Job Description

Job Title:	Shift Manager - Days
Reporting to:	Care Manager
Location:	Aurora Boveridge College

Main Purpose

The role is about supporting your Head of Care, and Care Manager in leading a team to maintain a stable, happy and caring environment that puts the health, safety, development and welfare of our young people first. You will be an inspirational and motivated team leader, who can remain calm and effective in challenging situations. You will build a professional, and caring relationship with our young people supporting them to achieve in whatever they do. The role will provide appropriate physical and emotional support to our young people through direct input and the work of the support team within residential and learning environments and with off-site activities. You will be responsible for ensuring your team provides the highest standard of care and guidance to our young people. A sense of humour and a positive mind set is essential in this rewarding role.

Key Accountabilities

- Effective management and support of a team, which involves motivating, coaching, managing performance and auditing the quality of care as well as effective deployment of team resource.
- Ensure that the relevant quality standards are met and wherever possible exceeded and ensure opportunities are taken to develop and improve practice.
- Understand what quality and good care is in practice, be able to articulate this and act as a role model in demonstrating this in practice.
- Demonstrate a professional manner at all times linked to a caring approach and the ability to relate to staff in a supportive and motivational manner.
- Ensure own and team's adherence to all policies and procedures and regulatory and legal requirements of the role and of the Aurora Values.
- Support the training and development of your team, particularly QCF and mandatory, and the overall team development to ensure the delivery of quality care.

Key Duties

Team Management

- Monitor performance and behaviour of team ensuring they are putting policy and procedure into practice and are performing to expected standards and within the Aurora Values.
- Ensure that all members of the team receive supervision and appraisals to the required standard, at the correct time and appropriately recorded. This includes helping to identify young adults or team training needs and ensuring those are met.
- Ensure that communication between senior management, other sources and your team, in all directions, is effective, positive and professional, appropriate to the audience and uses the required level of confidentiality.

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- Effectively manage rostering and deployment of team, including the management of holiday authorisation, ensuring that shortfalls are identified and covered across the house/unit or college within budget.
- Manage delegated resources efficiently and co-ordinate team contributions to the ongoing maintenance and improvement of the establishment in line with the Development Plan.
- Manage absence within the team, including Return to Work Interviews and absence review meetings required by Company policy within the appropriate timeframe.

General

- Do everything possible to safeguard our young people from any form of abuse from employees, visitors or each other and ensure staff follow the company policy/procedure.
- Promote equality, acknowledging differences and respecting and upholding the rights of young people and employees and challenge any discriminatory practice.
- Promote person centre planning for the young people in your care.
- Support effective planning, preparation, supervision and assessment of all routines within the working day curriculum including production of plans and reports.
- Ensure own standards and practice when involved in direct care work, meet the standard required by legislation as set out in policies and procedures.
- Ensure correct procedures are followed by all the team 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
- Monitor the physical environment ensuring that areas have the correct resources, that remedial work and improvements are undertaken as agreed and that the inventory is kept current.
- Ensure the medical needs of the young people are met at all times including requesting, administering and auditing prescribed medication as per the young peoples' plans in accordance with company policy and establishment procedure.
- As a multi-disciplinary approach identify the social and emotional needs of the young adults and ensure that the team act in a way that promotes positive self-esteem and that the emotional well-being is supported through maintaining their interests and enabling them to keep in contact with family and those who are important to them.
- Ensure own and team's detailed knowledge of each young person and use this to contribute to assessments and care planning. This will include auditing records, understand behaviour and ability, provision of information to others, liaising with families and external agencies, representing the young person's preferences and wishes, where appropriate, and contributing to case reviews, reports, and assessments.
- Ensure that all young people in your care have allocated Key Workers.
- Plan and facilitate a programme of CPD training opportunities for your team meetings.
- Undertake responsibilities for auditing health and safety and ensure personal and team responsibilities for health and safety are undertaken and that self and team understand hazards, rules and procedures and requirements.
- Undertake responsibility for auditing quality and implementing any action plans and for the submission of data as required.

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- Ensure compliance to legislation and regulatory requirements and support the Head of Care in preparation for any external inspections or audits.
- Undertake any other additional duties, which are reasonably commensurate with the role, as required.

Knowledge, Skills and Experience

Qualifications

- Level 3 Diploma or equivalent for Children or Adults as appropriate to role.
- To undertake required training as requested of you that is relevant to your post.
- Basic First Aid.

Knowledge

- Knowledge of management practice including principles of effective supervision and appraisal.
- Good knowledge of learning disabilities and/or special needs including recent developments.
- Good knowledge of recognised positive approach to working with challenging behaviours associated with learning difficulties.
- Knowledge of what equal opportunities and discrimination are and how it can be prevented.
- Knowledge of human growth and development.
- Knowledge of regulatory standards and legislation.
- Knowledge of the requirements of the QCF qualification relevant to team members

Skills

- Ability to work with children and young adults in a range of settings and locations, using appropriate physical interventions and participate in physical exercise and activities as necessary.
- Ability to communicate clearly to others and to manage and supervise the team and provide constructive feedback.
- Ability to lead the assessment of and care planning for the young adults as required.
- Ability to promote a positive approach to and management of challenging behaviour and to challenge poor practice.
- 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.
- Ability to form professional and appropriate relationships with young adults.
- Ability to develop a specific area of the service as delegated.
- Ability to deliver effective training.
- Ability to mentor and coach team members

Experience

- Some experience of managing a team and mentoring individuals in developing good practice in a care/learning support context.
- Proven experience of working effectively with young adults with learning disabilities and/or special needs.
- Experience of planning and organising activities appropriate to meet young adult's needs and abilities, demonstrating positive outcomes.
- Experience of person centred planning.

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Requirements of the role

- Eligibility to work within the UK
- Satisfactory Enhanced DBS with barred list checks
- Be able to meet the demands of what can be physically challenging work at times.
- Be able to work within a rota pattern including unsocial hours and weekends. Depending on the service this may include a combined rota of day and waking night working.
- Depending on the location/nature of some Provisions the role may require a full valid driving license.

Additional Information

As part of the Aurora Group everyone is:

- expected at all times to behave and act in a way which promotes and contributes to the overall aims, values and ethos of the Company.
- required to participate in regular training and other learning activities, and in supervision, appraisal and development as required by the Company's policies and procedures
- required to participate in any relevant current and new legislative and regulatory activities as may occur from time to time
- required, through personal example and clear action, to demonstrate commitment to equality and diversity ensuring equality of access and treatment in employment and service delivery to all.
- Required to promote The Aurora Group's Health and Safety at Work Policy and Procedure and ensure these are implemented effectively.
- The Aurora Group takes seriously its responsibility for safeguarding and is committed to safeguarding and promoting the welfare of children and young adults. Therefore, everyone employed by the Aurora Group is expected to share this and act accordingly by applying organisations policies and procedures and attending regular safeguarding training.

This job description sets out a summary of the key features of the role. It is not intended to be exhaustive and will be reviewed and amended periodically to ensure it remains appropriate for the role.