

Job Description

Residential Assistant Manager (Senior Children's Direct Care Team Lead)

Reference: 122

Date: October 2025

Job Family:	Care / Children's Direct Care
Level:	2
Band:	8
Career Track:	Technical, Professional & Supervisory

Job Purpose

Assist the Residential Manager in managing and developing the service's resources in line with corporate objectives, service principles, and Children's Homes Regulations, to ensure a healthy, safe, and stimulating environment for both young people and staff.

Service Purpose

To deliver high-quality residential care and support for children and young people, ensuring their safety, wellbeing, and development. The service provides a nurturing environment that promotes positive outcomes, works in partnership with families and agencies, and contributes to the wider safeguarding and care strategy

Duties and Responsibilities

- **Service Planning and Delivery:** Assist the Residential Manager in developing and implementing local service plans that align with corporate objectives, policies, and Children's Homes Regulations.
- **Operational Management:** Undertake delegated management tasks such as budget control, project delivery, and ensuring systems are in place to support out-of-hours working.
- **Staff Supervision and Development:** Conduct staff supervision and appraisals, allocate work objectives, and support recruitment, training, and retention to meet service needs.
- **Leadership and Motivation:** Promote high standards of professional practice by providing clear guidance, delegating effectively, and motivating staff to achieve service goals.
- **Care Planning:** Plan, implement, and review long-term care plans that meet the individual needs of young people.
- **Young People's Development:** Oversee and deliver activities and initiatives that support young people in developing life skills and preparing for adulthood.
- **Health and Wellbeing:** Ensure the health and safety of young people, including oversight of medication procedures and the ability to administer First Aid.
- **Safeguarding:** Maintain a strong commitment to safeguarding by identifying risks of harm and taking appropriate action to ensure young people's safety.
- **Behavioural and Emotional Support:** Use negotiation, encouragement, and de-escalation techniques to support young people who have experienced trauma or have learning difficulties.

- **Record Keeping and Reporting:** Maintain accurate records and prepare professional reports in line with procedures and data protection requirements.
- **Partnership and Representation:** Represent the service at internal and external meetings and contribute to multi-agency working to support young people's outcomes.
- **Decision-Making and Emergency Response:** Make independent decisions and manage emergencies in the absence of the manager, following established procedures and guidelines.

Person Specification

Professional and Technical Requirements

- **Qualifications:** Level 2 qualification in Maths and English; Level 3 Diploma for Residential Childcare (England) or equivalent.
- **Knowledge of Legislation and Policy:** Understands the current legal framework, including the Children Act 1989 & 2004, Children's Homes Regulations 2015, and relevant council policies and procedures.
- **Understanding of Young People's Needs:** Knowledge of working with young people who have experienced trauma, display challenging behaviour, or have learning difficulties; for Barndale applicants, understanding of autism and related conditions.
- **Experience in Residential Care:** Experience of working with adolescents in a residential setting, including managing challenging behaviours and supporting young people with additional needs.
- **Team Leadership and Supervision:** Experience of leading, motivating, and supporting a team, including organising workloads and contributing to staff development.
- **Care Planning and Risk Management:** Experience in developing and implementing care plans and risk assessments tailored to individual needs.
- **Communication and Advocacy:** Strong communication skills, including the ability to manage conflict, advocate for young people, and communicate clearly in both verbal and written formats.
- **Organisational Skills:** Ability to plan, organise, and prioritise your own and others' time and resources effectively.
- **Emotional Resilience and Pressure Management:** Able to remain calm and effective under pressure, manage stress, and respond confidently in challenging situations.
- **IT and Record Keeping:** Competent IT skills and the ability to complete accurate, clear, and timely records and reports.

Core Competency Requirements

- **Communication:** Tailors communication to audience and context. Uses listening and questioning techniques to clarify complex issues and support team understanding.
- **Collaboration:** Coordinates with colleagues and partners to deliver shared goals and improve service outcomes.
- **Service Delivery:** Identifies and resolves service issues, improves processes, and ensures policy alignment. Promotes efficiency and avoids waste through practical improvements.
- **Decision-Making:** Uses evidence and judgement to resolve issues and improve delivery.

- **Digital & Data Literacy:** Interprets data to improve services. Applies knowledge of digital risks and ethical data use. Uses basic analytical techniques to support decision making.
- **Adaptability:** Adjusts approach responsively to evolving needs and priorities. Identifies opportunities for continuous improvement and supports others through change.
- **Problem-Solving:** Analyses problems and applies knowledge to develop practical solutions and suggest improvements.
- **Community & Customer Focus:** Engages with service users and customers to improve delivery, ensure accessibility, and reflect diverse needs.
- **Leadership:** Supervises day-to-day activity and supports team development. Coordinates tasks and resources to meet the needs of the service.

Strengths

- **Emotionally Intelligent:** You draw insight from your own emotions and those of others to show empathy.
- **Resilient:** You have inner composure, recover quickly from setbacks and learn from them.
- **Team Leader:** You are confident to lead a team. You effectively manage team dynamics toward a shared goal. You consider everyone's individual needs and create a genuine team spirit.
- **Adaptable:** You can adapt to variations in work or environment. Your effectiveness is not affected by change. You are flexible and versatile. You act as an advocate for change.
- **Relationship Builder:** You quickly establish mutual respect and trust, building long lasting relationships with others.

Desirable

- Level 5 Diploma in Leadership and Management for Residential Childcare (England) or equivalent.
- Recognised social work or social care certificate or equivalent.
- Experience in a supervisory role
- Familiarity with supervision and appraisal systems.
- Budgetary and resource management skills.

For Barndale Applicants

- A knowledge of PECS and Makaton.
- Experience of administering emergency medication within the learning difficulties sector.
- Experience of working in a SEND environment.