



JOB DESCRIPTION

Job Title / Role : Deputy Manager

Hours of work : Full time hours

Reports to : Registered Manager

Whilst non-contractual and not exhaustive, the following lists the key areas for which the individual is responsible and accountable in the role of Senior Residential Care Worker with Legacy Youth Care (LYC) Ltd ('the Employer'). The individual's support is required in developing the job description and role.

Legacy Youth Care is looking to appoint a Deputy Manager, who will work in our new residential children's home based in NE4 postcode.

This is a fantastic opportunity for a Deputy Manager to help and shape a new residential children's care home from the ground up, with their voice valued every step of the way, and learn from the very experienced leadership team.

It's the beginning of an exciting journey, with the potential to lead the opening of more homes in succession, and at Legacy Youth Care, we are dedicated to investing in people, valuing a thriving and empowering culture, and nurturing everyone's vision for growth.

Role Specific

- Support and deputise the role of the Registered manager in the running of the children's home.
- Assist the Registered Manager in the management and development of the home and support staff to drive the delivery of an excellent quality service for the people Legacy Youth Care supports.
- In the manager's absence you will have full responsibility and accountability for the running of the home. You will ensure a consistently high standard of care in accordance with legislation, central government guidance, regulations and standards, and the policies and procedures of the company.
- Demonstrate excellent time management skills.
- Have the ability to plan and prioritise workloads.
- Be able to work, where applicable, with minimal supervision.



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- Report all issues and concerns to senior management in a timely manner.
 - Delegate responsibilities to others efficiently and effectively so that all core areas of the Employer's operation are satisfactorily controlled and actively managed.

Individual Contribution

- Endeavour to make the fullest contribution to the Employer.
- Demonstrate a willingness to be supportive of colleagues / team members and participate in the Employer's initiatives and events where necessary.

Business Development

- Demonstrate the ability to communicate positively with children and young people, families, multiagency, other third parties and understand their requirements.
- Understand the wider services which the Employer offers, and actively cross-sell / upsell and promote those services when the opportunity arises.
- Have a general understanding of the Employer's objectives and provide support to the senior management in achieving those objectives.
- Promote a favourable image of the Employer.

Children and young people Residential Care

- Ensure the highest possible levels of wraparound residential care are delivered thereby ensuring excellent levels of children and young people customer satisfaction and repeat business.
- Deliver high levels of service both individually and as part of a team to children and young people.

Confidentiality

- Protection of confidential information is a fundamental feature of the individual's relationship with the Employer, and it exists as a concept both as a matter of law and as a matter of conduct. It is critical that any confidential information that comes into the individual's possession during their employment is not shared or disclosed to any third parties without express permission.



Competence

- Demonstrate technical and practical skills, knowledge, and ability appropriate to the role.

Compliance

- Be aware of responsibilities under applicable legislation, including the Health and Safety at Work etc. Act 1974 and ensure safe working practices are followed at all times.
- Demonstrate an understanding of the professional and statutory requirements within which the Employer operates, and which the individual is made aware of, and ensure compliance with those requirements.
- Ensure compliance with applicable laws, regulations and the Employer's policies and procedures.

Financial Performance, Budgeting and Income Generation

- Strive to contribute towards and where possible exceed the financial and budgeting targets of the Employer.
- Contribute towards the maintenance of a profitable organisation.
- Ensure transparent management of young people's finances (savings, pocket money).
- Maintain accurate financial records and adhere to internal audit procedures and safeguarding protocols.
- Safeguard and manage financial transactions for both the home and the young people in care.
- Ensure compliance with financial procedures in relation to personal budgets, home expenditures, and procurement.
- Raise and escalate any suspected financial abuse or discrepancies to the senior leadership team.

Teamwork

- Contribute to the Employer's organisation generally, and individual teams / departments, for example by taking an active part in any meetings or discussions.
- Support colleagues / team members with their daily tasks and assist Registered Manager, leadership and managers where required.



Training and Development

- Ensure training and development requirements are identified and actioned.
- Adhere to professional standards and comply with training requirements.
- Take individual responsibility for training and development needs.
- Do not work outside the boundaries of professional expertise.
- Maintain an awareness of any applicable changes in legislation, practice and procedure, and ensure compliance.
- Undertake appropriate training where specific needs have been identified.
- Assist in the recruitment, induction, coaching, mentoring, and supervision of staff, ensuring team members are trained, competent, and compliant.
- Coordinate rotas, ensuring adequate and consistent staffing coverage across all shifts.
- Be willing to enrol onto Level 4 or Level 5 in Residential Leadership and Management (or equivalent), study and complete the course within allocated timescale.
- Conduct formal supervisions and appraisals in line with company policy and regulatory expectations.

Care and Support Excellence

Legacy Youth Care is committed to delivering consistently high standards of care through the application of robust planning, documentation, and communication protocols. Each child's Care Plan, Placement Plan, and Individual Risk Assessment must be:

- Reviewed and updated at minimum every two months.
- Communicated effectively to all relevant staff.
- Fully aligned with the child's evolving needs, legal frameworks, and regulatory requirements.

Daily tasks

- Provide a safe, homely, and structured environment, ensuring cleanliness and consistency in daily routines.
- Support young people in acquiring life skills and engaging in household responsibilities appropriate to their abilities and risk profiles.
- Facilitate and assist in personal care respectfully, promoting independence and dignity at all times.



Health, compliance, and medication

- Ensure the correct storage, administration, and documentation of medication, following relevant legislation, COSHH, and Legacy's internal policies.
- Maintain accurate medication logs and liaise with health professionals regarding any changes in medication or health needs.
- Fulfil responsibilities as the designated Health & Safety Coordinator, ensuring all policies, procedures, and legal requirements are implemented.
- Oversee the management of Personal Protective Equipment, infection control, fire safety, and RIDDOR compliance.
- Act immediately on any regulatory notices and ensure operational adherence to safety inspections and audits.

Cultural, moral and spiritual inclusion

- Promote respect for all cultural, religious, and personal beliefs.
- Encourage participation in community, faith, and celebratory events that nurture moral and social development.
- Facilitate ongoing positive communication with family, friends, and key support networks.

Behavioural and emotional regulation

- Implement trauma-informed practices to manage and de-escalate behaviour.
- Apply consistent behavioural support plans and reinforce positive engagement strategies.

Education, art, sport, leisure and vocational skills

- Actively promote and support access to education, vocational training, and leisure activities as outlined in the Placement Plan.
- Facilitate community integration and purposeful participation in external activities and personal development initiatives.

Safety & risk management

- Comply with all statutory health and safety obligations and Legacy Youth Care policies.
- Ensure timely reporting of all incidents, near misses, or hazards and oversee risk assessments related to service users, property, staff, and the local community.



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- Promote a culture of safety and continuous risk awareness.

Safeguarding

- Uphold a zero-tolerance approach to any form of harm, neglect, inequality, or abuse.
- Adhere strictly to Legacy Youth Care's safeguarding procedures, reporting any concerns
- immediately through appropriate channels.

Operational leadership

- Provide visible, accountable leadership in line with Legacy's values, vision, and regulatory expectations.
- Deputise effectively for the Registered Manager when required and support the day-to-day operational delivery of care services.

Performance and compliance

- Monitor team performance and maintain professional conduct standards.
- Promptly escalate any issues of capability, performance, or disciplinary concern to the Registered Manager, HR Business Partner, or Responsible Individual.

Quality assurance and continuous improvement

- Support the Registered Manager with routine internal audits and contribute to external inspections (e.g., Ofsted, Reg.44).
- Implement service improvement plans based on audit feedback and performance data.
- Uphold standards in all recordkeeping, regulatory submissions, and key performance indicators (KPIs).

Collaborative working

- Maintain strong partnerships with multi-agency teams, professionals, and families.
- Attend and contribute to internal and external meetings, including Looked-After Reviews, PDPs, Annual Reviews, and Child Protection Conferences.
- Promote a culture of shared responsibility and clear communication across the team and wider community networks.



Administration and records management

- Maintain accurate and timely records of all care activity, medication, incidents, and correspondence.
- Ensure all records are Ofsted-compliant, data-protected, and stored in accordance with Legacy's digital and GDPR policies.
- Ensure documentation is audit-ready and supports internal decision-making and external reporting.

Professionalism and values

- Uphold Legacy Youth Care's mission to deliver safe, therapeutic, and child-centred care.
- Demonstrate unwavering professionalism, emotional intelligence, and accountability in every action.
- Promote diversity, equality, and inclusion across all interactions with children, colleagues, families, and professionals.

Details:

- Responsible to: Registered Manager.
- Salary Range starting: £36,000 - £41,000 per annum (dependent on qualifications & experience – salary includes 3 sleep-ins per week)
- Position: permanent, full-time position
- Minimum of 37.5 hours per week, with up to 3 sleep-ins per week.
- 28 days paid annual leave entitlement and a loyalty scheme which rewards you with extra annual leave following 2 years of service.
- Start of position: TBC.

I, [print your name here], accept this job description as a definition of the key responsibilities and duties of the post of the Deputy Manager. I, [print your name here], appreciate that the above list is not indicative and exhaustive and that additional duties as reasonably commensurate with the role may be required of me.

Signed.....

Date.....

Print name.....

The above is not an exhaustive list of duties, and you will be expected to perform different tasks as necessitated by your changing role within the organisation and the overall objectives of Legacy Youth Care (LYC) Children's Homes.