

Deputy Manager – Residential Services

Reports to: Registered Manager

Location: Various residential sites within Illuminate Care Group

Contract Type: Full-time, Permanent

Hours: 37.5 hours per week (with some evenings, weekends, and on-call duties)

Purpose of the Role:

To support the Registered Manager in the effective leadership, development, and management of residential services for children and young people.

The Deputy Manager will play a key role in ensuring a safe, nurturing, and empowering environment aligned with the ethos and values of Illuminate Care.

Key Responsibilities:

Operational Leadership

- Support day-to-day operations of the home, ensuring compliance with Ofsted and relevant regulations.
- Take full responsibility for the home in the absence of the Registered Manager.
- Participate in and lead shifts, including sleep-ins and on-call duties, as required.
- Ensure the implementation of care plans and positive behaviour support strategies.

Safeguarding & Compliance

- Promote a safeguarding culture and act as Designated Safeguarding Lead when required.
- Ensure all staff understand and follow safeguarding policies and procedures.
- Participate in audits and inspections, contributing to quality improvement.

Staff Management & Development

- Supervise, support, and mentor staff teams.
- Participate in the recruitment, induction, training, and appraisal of staff.
- Lead by example, modelling trauma-informed and therapeutic approaches.
- Address performance and conduct issues promptly and in line with policy.

Young Person Centred Practice

- Ensure children and young people receive high-quality, person-centred care that meets their individual needs.
- Work closely with families, social workers, education providers, and other professionals.
- Promote independence, emotional regulation, and positive outcomes for each child.

Administration & Reporting

- Maintain accurate and up-to-date records, risk assessments, and care plans.
- Contribute to reports for Looked After Child reviews, placement planning meetings, and statutory reports.
- Ensure health and safety, medication, and financial records are maintained appropriately.

Person Specification:

Essential:

- Minimum Level 3 Diploma in Residential Childcare (or equivalent).
- Minimum 2 years' experience working in a residential childcare setting.
- Demonstrable leadership experience.
- Strong understanding of safeguarding, children's legislation, and Ofsted standards.
- Excellent communication, organisation, and interpersonal skills.
- Willingness to work flexibly including evenings, weekends, and on-call.

Desirable:

- Level 5 Diploma in Leadership for Health & Social Care (Children & Young People) or willingness to work towards.
- Experience with trauma-informed practice or therapeutic models.
- Full UK Driving Licence.

Illuminate Care's Ethos:

We believe in providing safe, stable, and nurturing homes where children can thrive. Through our T.R.I.B.E. values we empower staff and young people alike to reach their full potential.

