

**Job Description & Person Specification**

**Job title: Duty Officer**

**Responsible to: House Managers**

**Job Description**

**Purpose:**

The Duty Officer fills a managerial post that encompasses security/control and social care operational roles. The role involves the general monitoring of staffing and activities in the centre from a central position within the control room, ensuring the effective operation of the centre’s policies, procedures and practice.

**Main Duties:**

**Security/safety/movement**

1. Oversee all movement in/out and within the secure/close support House.
2. Monitor staffing.
3. Monitoring of staff personal alarm and pager system.
4. Management of serious incident – initial debriefing.
5. Designated Health & Safety Officer for specific areas.

**Operations**

1. Co-ordinating diary and planed activities.
2. Prioritising transport
3. Co-ordinating professional and family visits.
4. Liaising with House staff.
5. Communicating and liaising with external personnel.
6. Responding to emergency staff needs.

**Administration**

1. Maintaining the daily log and diary.
2. Maintaining mobility authorisation records.
3. Maintaining ‘Pinpoint’ records.
4. Maintaining serious incident reports.
5. Maintaining care staff timetables.
6. Maintaining fire log.

**Specific Responsibilities:**

**Security/safety/movement:**

1. Monitoring the movement/scanning of residents, visitors and staff on/off duty.
2. The issuing of pagers and identification of ‘Pinpoint Response’. Personnel
3. Confirmation and authorisation of admissions, releases and mobility of residents.
4. Ensuring adequate escorting for residents.
5. Monitoring and deployment of staff on duty to meet the needs of the establishment.
6. Monitoring/management/analysis of staff alarm incidents
7. Monitoring/management/co-ordination of serious incidents.
8. Timetabled Health and Safety Inspections of allocated areas.

**Operations/Administration**

**Early Shift**

1. Takeover from nightshift co-ordinator.
2. Check early shift on duty.
3. Identify and issue pagers for ’Pinpoint Response’.
4. Respond to emergency staff shortages.
5. Check diary for daily events and co-ordinate use of meeting room, transport, etc.
6. Morning tour of establishment/issue mail to Houses/ collate staffing information.
7. Update staffing timetables in control room.
8. Update ‘Pinpoint’ computer following alarm events.
9. Deal with external enquiries as required.
10. Initiate/co-ordinate completion of serious incident reports as required.
11. Co-ordinate/record ‘Fire Drills’ as per annual programme.
12. Check/file authorisation for resident movement in/out of the Centre.
13. Handover to late shift Duty Officer.
14. Report to House Managers.

**Late Shift**

1. Take over from early shift Duty Officer.
2. Check late shift in duty.
3. Identify and issue pagers to ‘Pinpoint Response’.
4. Respond to emergency staff shortages.
5. Collate evening diary events and planned evening activities.
6. Planning staff and co-ordinating evening activities.
7. Prioritising transport for essential use.
8. Co-ordinating professional and family visits and ensuring adequate supervision arrangements.
9. Monitoring condition and cleanliness of visit rooms.
10. Deal; with external enquiries as required.
11. Update ‘Pinpoint’ computer following alarm events.
12. Initiate/co-ordinate completion of serious incident reports as required.
13. Co-ordinate ‘Fire Drills’ as per annual programme.
14. Evening tour of the establishment/communicating with staff.
15. Fob board check as shift goes off duty.
16. Handover to night shift co-ordinator.
17. Report to on-call Duty Manager.

**Health & Safety Inspections:-**

1. 2 x ½ days timetabled every 3 weeks in the allocated area.
2. Inspection/maintenance of H & S files for allocate area:
3. Accident Reporting
4. Fire Safety Checks
5. Fire Drills
6. Airlock Checks
7. Pinpoint Checks
8. Staff Induction – H & S
9. Carry out all Risk Assessments and PAT testing of electrical equipment.
10. Undertake any other duties as may be designated by Mangers of The Good Shepherd Secure/Close Support.

**Person Specification**

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|  | **Essential** | **Desirable** |
| **Qualifications** | * You must possess the Higher National Certificate in Social Care and the Scottish Vocational Qualification in Caring for Children and Young People at Level 3 or above, or equivalent qualifications recognised by the Scottish Social Services Council. You will be (or will be able to become) a registered supervisor with SSSC.  You will demonstrate a commitment to continuous professional development and learning in all aspects of your work.
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| **Experience** | * You will have experience of mentoring, supporting and line managing individuals and preferably teams, in residential child care or secure care settings.
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| **Professional Registration** | * To maintain registration within employment/to register with the Scottish Social Services Council (SSSC) under the ‘Residential Child Care Workers with Supervisory Responsibilities’ category within the first six months of commencement in role. This is a legal requirement within the Care sector for individuals to be registered under the correct category within the six month timescale of the commencement of employment.
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| **Professional Qualities** | * You will possess capabilities in relation to assisting the management of a group of staff with reference to the policies and procedures of the organisation and the Code of Practice for Employers and Code of Conduct for Staff as published by the Scottish Social Services Council
* Recognising own areas of responsibility and accountability; and always maintaining a high standard of service delivery and consistency of approach in work practice.
* You must have excellent written/verbal communication & interpersonal skills necessary for developing and maintaining positive relationships in a challenging environment.
* The ability to work well as part of a team & also to use own initiative
 | * Good time management and organisational skills
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| **Personal Qualities** | * You will be flexible and imaginative in dealing with challenging situations; ;
* Have an open mindedness and flexibility in dealing with situations;
* Have an emotional awareness of yourself and others
* Be able to take responsibility for your own actions and effectively use your own initiative.
* Have confidence in your own judgement and professional practice
* Be assertive and effective in supporting the House Managers
 | * Patience, respect and empathy
* Good listener and attentiveness
* A non-judgemental attitude and open-mindedness.
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