

**Job Description & Person Specification**

**Job title: House Manager**

**Responsible to: Head of Secure Care / Head of Intensive Support & Through Care**

**Job Description**

**Purpose:**

The House Manager has a lead role to play in supporting and supervising the care team and promoting a safe and welcoming living environment in the House where the dignity and the rights of the individual are respected and their needs met.

Young people referred to our secure care houses have experienced significant difficulties in their lives, and many will have faced traumatic and harmful situations and may be experiencing psychological distress; mental health problems; and problems coping with managing feelings and day to day life. We offer a place of safety and nurture where we support young people and their families, alongside the professionals involved in their lives, to make sense of these experiences and to build hope, coping skills and goals for the future**.**

The House Manager is a member of the senior staff team and has whole House responsibility.

**Overall focus and responsibilities:**

* Planning, prioritising, organising and reviewing the care and support offered within the house to each individual young person in line with their specific needs, vulnerabilities, and strengths.
* Leading the delivery of care and support to young people in a safe, secure, nurturing and positive environment
* Ensuring that the quality of care and the living environment is in keeping with legislative, organisational and procedural requirements, and current good practice and guidance.
* Leading, supervising and supporting individual staff members and the team to achieve agreed work plans and objectives
* Ensuring appropriate opportunities are given to enable individuals to maximise performance

The House Manager is required to share the on-call “out of hours” responsibility for the Good Shepherd Centre on a rota basis, therefore driving licence is essential.

**Key responsibilities and competencies:**

1. Lead in the operational management of the Secure Care House.
2. Promote the highest standards of care, education, and general welfare of young people in your care.
3. Share in the on-call “out of hours” responsibility for the Secure/Close Support Houses on a rota basis.
4. Develop, maintain and monitor systems and structures which reflect the values and ethics inherent in the Code of Practice for Employers and Code of Conduct for Staff as published by the Scottish Social Services Council.
5. Contribute to the management of a service which meets the best possible outcomes for the young people.
6. Manage the performance of the staff team so that work plans and objectives are achieved.
7. Promote safe practices in collaboration with the senior management team.
8. Develop, maintain and monitor a safe working environment, including the management of health and safety consistent with legislation, current good practice and organisational policies and procedures.
9. Promote and maintain collaborative working and effective communication between all staff and outside agencies.
10. Develop maintain and monitor accurate and effective recording systems.
11. Manage the use of delegated financial resources.
12. Take responsibility for your own performance and continuing professional development to meet the objectives of the organisation.
13. Undertake other reasonable activities as requested by the Head of Secure Care/Director.

**Specific Duties:**

1. To ensure that the values and ethos of the Good Shepherd Centre is evident in the Secure Care House.
2. To assist in the development of Aims, Functions and Objectives fully compliant with current legislation, regulation, and national guidance and standards; and regularly updated.
3. To assist in the development and adherence to a Staff Manual and Induction Pack, including the Code of Conduct, which clearly articulates the values of the organisation and the desire to achieve excellence in all areas of service provision, and regularly review and update same.
4. To monitor all Care Plans for young people in your House.
5. To monitor all reports and attend/chair assessment/review meetings for young people in your House
6. To ensure the highest quality of primary care is maintained in respect of the young people in your House
7. To ensure that the fabric and furnishings within your House are well maintained.
8. To ensure that young people in your House have their voices heard through house meetings, preparation for meetings, contact with outside advocacy agencies, a user friendly complaints policy and so on
9. To ensure that user friendly quality control standards and systems are in place to monitor and evaluate progress in meeting the aims and objectives of the organisation.
10. To attend and contribute to senior staff meetings and keep relevant colleagues and teams fully informed of any developments and changes within your House.
11. To represent the House Team and/or Good Shepherd Centre on internal and external working parties and professional bodies as agreed.
12. To develop and monitor systems for the recording, administering, and storing of medicines
13. To develop and monitor effective communication systems.
14. To develop and monitor systems for recording and implementing behaviour support and management strategies.
15. To establish safe working practices for your staff and ensure your House is appropriately maintained and serviced to meet Health and Safety requirements and good practice.
16. To ensure adequate staff cover for your House at all times.
17. To assume delegated financial responsibility and accountability.
18. To provide clear vision, direction and leadership for your staff and to motivate staff to achieve their full potential.
19. To establish systems of regular supervision, individual learning and development plans, and annual reviews for your staff, and to monitor the effectiveness of same.
20. To contribute to a devolved management structure, delegating authority where necessary allowing staff to operate effectively at their level.

**NOTE:** This job description is not intended as an exhaustive list of every aspect of the post.

**Person Specification**

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|  | **Essential** | **Desirable** |
| **Qualifications** | * You must possess (or be working towards) the level of Higher National Certificate in Social Care and/or the Scottish Vocational Qualification in Care or equivalent qualifications required and 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 be an experienced residential childcare practitioner and you will have experience of mentoring, supporting and line managing individuals and preferably teams, in residential child care or secure care settings. You will have experience of leading and contributing to multi-professional team working, including in relation to care planning with and for individual children, and in project work and team and service development planning.
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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 evidence a compassionate, confident and caring approach to your personal interactions with young people and colleagues, viewing the wellbeing and safety of young people as paramount.
* You will have a supportive approach to the work of the team;
* You will show that you take sound decisions and judgements when faced with problems and challenges and you take a solution focused approach.
* You consistently encourage and develop the skills and competences of others; recognising your own areas of responsibility and accountability.
* You are effective at delegating and sharing work whilst maintaining an overview and monitoring and supporting others.
* You have strong written and verbal reporting skills and are an effective chair and facilitator of meetings and group conversations.
* You always maintain a high standard of service delivery and consistency of approach in your work practice.
 | * Awareness of the importance of being a good role model for our young people
* An understanding of the needs of different young people
* Good time management and organisational skills
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| **Personal Qualities** | * You are flexible and imaginative in maximising opportunities and dealing with challenging situations;
* Able to listen sympathetically, correctly and consistently respond to others’ ideas and concerns, motives and feelings of others.
* Have an open mindedness and flexibility in dealing with complicated 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
 | * You must be interested in learning and demonstrate a willingness to be flexible and creative
* Patience, respect and empathy
* Good listener and attentiveness
* A non-judgemental attitude and open-mindedness.
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