JOB DESCRIPTION

# Assistant House Manager Sycamore

aberlour
scotland's children's charity

**JOB PURPOSE**

To assist the House Manager to lead, manage and develop the residential service in line with planned objectives, which are safe and compliant with current standards and legislation.

**PRINCIPAL ACCOUNTABILITIES**

- Assist in the delivery of a high quality service meeting the physical and emotional wellbeing of young people, including the coordination, development and implementation of structured individual and group programs and in providing a therapeutic care environment.
- Contribute to the operation of the service within delegated parameters including application of quality measures, monitoring of Aberlour's policy and procedures, and contributing to service review and evaluation.
- Assist the House Manager in ensuring proper implementation and monitoring of organisational and service specific policies and procedures, including compliance with external requirements from local authorities, the Care Commission and Health and Safety.
- Provide professional supervision to staff as directed by the House Manager and providing regular opportunities to ensure that all aspects of practice and work undertaken with children and young people are reviewed and informed by best practice.
- Support staff working in the service to maintain and develop positive communication between children and young people, their families/carers, staff and external agencies.
- Co-ordinate placements to meet children and young peoples' needs, using a partnership approach.
- Support the delivery of a person-centred approach where needs are complex and behaviour can be challenging.
- Undertake a range of tasks and roles, within delegated parameters, such as building maintenance, rota development and contributing to the on-call support.

**Quantifiable responsibilities**

- Petty cash and cheque signatory to value of £750.
- Line management, induction, supervision and appraisal of designated staff.

## SCOPE OF PLANNING AND ORGANISATION

The post holder reports to the House Manager.

The post holder will contribute to service planning and evaluation. Based on the service plan, a work plan will be agreed including specific roles and responsibilities and the post holder has a reasonable degree of autonomy in managing this. The post holder will initiate, plan and organise their work and that of others, including provision of on call support.

The post holder will have delegated responsibility for agreed areas of service delivery and or development and they will be expected to take the lead in these areas.

The line manager will meet with the post holder to determine priorities and contribute to decisions about referrals and caseloads.

## SCOPE OF JUDGEMENT AND DECISION MAKING

The post holder is required to make decisions and exercise judgement with regard to operational decisions on a day to day basis. This includes contributing to the provision of on call advice and support when the post holder may be the most senior staff member available on shift. They would be expected to seek advice in relation to issues that are outwith practice norms or planned delivery.

The post holder will provide cover for the House manager during leave periods and, whilst they will have access to a senior manager, they will take the managerial lead in the service, including representing the House Manager as appropriate.

Whilst there is a clear framework of policies and procedures the post holder is expected to be able to use their judgement in managing risk and keeping young people safe.

They need to exercise judgement about how individual young people work and communicate and about how, on a day to day basis, they need to adapt plans and interventions. They would have access to on site or telephone guidance and support as required.

## RELATIONSHIPS

### Internal

### Service Users

The post holder will ensure that the views of service users are taken account of in service planning, design and delivery and that quality assurance measures, self-evaluation and monitoring frameworks are used to demonstrate how service users actively participate in the delivery, review and planning of services. There will be significant contact with service users and their families.

- Liaise with management staff of other units within the service to ensure effective staffing levels and standards are maintained.
- Participate in a range of business and thematic meetings for service and personal, professional development.

- All staff are expected to attend team meetings and keep up to date with changes at service and organisational level. This includes accessing work email accounts, Aberlour intranet sites and supporting our marketing & fundraising initiatives and social media channels to help promote Aberlour

**External**

- Maintain relationships with external agencies, e.g. social workers, children's panels, teachers, police etc, to support families and address individual and group needs.
- Liaise with children and young people' parents and carers as appropriate.

**QUALIFICATIONS**

A relevant professional qualification at SCQF level 8 or above
or
Equivalent knowledge acquired by other means (this will not apply where there are externally specified qualifications for the post e.g SSSC)

**EXPERIENCE**

Supporting and supervising others;

Working with children and young people in a community, residential or domestic setting;

Effective, collaborative and integrated working with other agencies.

**KNOWLEDGE/SKILLS**

The post holder must be able to demonstrate an understanding of, and commitment to, children, young people's and adult rights.

Knowledge of:

- Anti-discriminatory practice;
- Effects of trauma, deprivation and environment on young people and vulnerable groups;
- Knowledge of relevant legislation for the protection of young people and vulnerable individuals;
- Theories of Human and child development;
- Children's and vulnerable groups' rights and responsibilities;
- Social care theory and standards for good practice;
- Social policy and its application to social services provision;
- Professional Boundaries;
- Supervisory processes and the effective use of training and staff development opportunities.

Skills

- Initiative, creativity, self-direction and self-awareness;
- Observation; assessment and interviewing;

- Decision-making; monitoring and evaluation of services;
- Effective delegation, problem solving and decision making;
- Conflict management, negotiation and consensus building;
- Oral and written communication and presentation;
- Supporting others to implement policies and procedures;
- Proficient IT skills with a willingness to adopt and learn new technologies and systems – this includes communication, collaboration, recording and office applications. Training on specific systems will be provided

Ability to

- Manage budget;
- Use and develop methods and systems to communicate, record and report;
- Contribute to the development and maintenance of healthy and safe practices in working environment;
- Take responsibility for the continuing professional development of self and others;
- Develop practice which promotes the involvement, wellbeing, and protection of children and young people;
- Promote positive behaviour;
- Engage in reflective practice;
- Motivate and support teams, including organising, planning, prioritising and allocating workloads;
- Work within agreed boundaries of confidentiality;
- Work across multi-disciplinary boundaries and with other agencies.

**JOB CHALLENGE**

Balancing the practitioner role with support for the House Manager in day to day service management.

**Additional Information**

The post holder will be required to participate in the on-call support service provided across Sycamore Services.

The post holder will be required to work a residential shift pattern.