

COLDEN CARE: POSITION PROFILE

Centre Manager

Position:	House Manager (Person in Charge – PIC)
Location:	Carlow

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Job Function:	<p>To be responsible for the day-to-day running of the residential centre; to manage and support a motivated team of staff and ensure their ongoing training and development.</p> <p>To ensure and facilitate the team in delivering the best possible individualised care to the young person.</p> <p>To safeguard and promote the growth of the young person and to prepare each young person for the move toward their next through care option.</p> <p>The house manager is responsible for the promotion of Colden Care’s mission and vision as well as ensuring its services continuously improve.</p> <p>To ensure that the company’s Performance Development Plan is implemented through the annual assessment of your team through the appropriate appraisal systems.</p>
Responsibilities to the Young Person:	<p>To work directly with the young people in the residential centre, ensuring their needs are met through a variety of activities as dictated by the placement plan, the Individual Crisis Management Plan and other relevant guidelines.</p> <p>To build professional relationships and effective communication with the young people while acting as a role model for them.</p> <p>To ensure that, on admission to our service, young people are provided with all the information they might require and to welcome them and make them feel at home.</p> <p>To devise a Placement Plan for each young person in conjunction with both the young person and relevant professionals.</p> <p>To be responsible for the welfare, learning and development of the young people by coordinating a caring, supporting and enabling environment through the care team.</p> <p>To use house meetings to improve the care services provided to the young people.</p> <p>To support the young people to establish contact with their families, where appropriate, and in accordance with their placement plan.</p>

<p>Management of Staff:</p>	<p>To implement the company's Performance Development Plan through the appraisal system for staff under your supervision.</p> <p>To provide professional supervision for those you are responsible for at least every six weeks.</p> <p>To attend and contribute to regular supervision sessions with your assigned supervisor.</p> <p>To ensure that all staff are aware of Colden Care's policies and procedures and implement, monitor and review standards relevant to the care of the young people in the centre.</p> <p>To facilitate the personal and professional development plan for each member of staff, be aware of their training needs and address some of these by providing/sourcing on the job training.</p> <p>To promote a learning environment that supports and encourages staff members to work to their full potential.</p> <p>To promote effective communication within the centre, including co-ordination of staff meetings and memos.</p> <p>To provide feedback on matters arising in the centre, through Management Meetings and through discussions with the Directors of Colden Care.</p> <p>To ensure staff always maintain client confidentiality as laid down in policies and procedures.</p> <p>To participate in selection interviews as required.</p>
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	<p>To assist in the providing of training and delivering induction as required.</p> <p>To assist in investigations of complaints, grievance or disciplinary issues as required by the service.</p>
	<p>To ensure property internally and externally (including furnishing and fittings) are maintained to a good order, in accordance with company standards.</p> <p>To ensure that company vehicles are in a roadworthy condition, reporting any faults to the relevant person.</p> <p>To ensure fire safety drills are completed and recorded within the centre, in line with the Centre’s policies and procedures and check all fire safety and first aid equipment on a weekly basis.</p> <p>To ensure written Risk Assessments are completed and implemented for each young person, staff member and the centre and where necessary, to send a copy to the relevant professional.</p> <p>To work at all times within the code of standards of the Health and Safety policy.</p>
	<p>To work within the framework of all relevant legislation (e.g. Child Care Act 1991, National Standards for Children’s Residential Centre’s 2018 and Children’s First Guidelines)</p> <p>To ensure all policies and procedures, including performance, conduct and discipline are adhered to by all staff in your responsibility.</p> <p>To uphold the company’s Equal Opportunities policy at all times, ensuring procedures are culturally and socially appropriate, and respectful of race, gender, age, sexual orientation, family status, marital status, religious beliefs, disability and membership of the traveller community.</p> <p>To provide and promote information to the team, as required by National Standards in Children’s Residential Centre’s 2018 and The Child Care Act 1991.</p> <p>To take responsibility for personal and professional development and undertake training as required.</p> <p>To ensure that good relations are established and maintained with the local neighbourhood, reporting any problems to the Directors.</p>

	<p>To participate in 'On Call Manager' Rota system and carry out duties as necessary.</p> <p>To act within Colden Care's code of conduct and to act responsibly within the capacity of Centre Manager.</p> <p>To carry out any other reasonable duties appropriate to this post as necessary in accordance with the needs of the service.</p>
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Qualifications:

Academic Qualifications	Level 8 degree in Social Care or a Level 7 degree in Social Care and a management qualification suitable for a health and social care setting.
Experience	The successful candidate will need at least 3 years' post qualification experience in residential childcare or a relevant field.

Core Competencies & Behaviours:

Core Competencies:	<ul style="list-style-type: none"> • Promote teamwork and communicate effectively with their team and management • Strongly advocate personal training and development and that of their team • Professional, consistent attitude to time management • Interact positively with the young people in our care • Promotes Colden Care values at all times • Innovates • Demonstrates personal and professional perseverance
Core Behaviours:	Promotes Teamwork: Includes others in carrying out work; fosters and creates trust within team; develops company-wide relationships; takes responsibility for leadership roles; carries out administrative duties.

	<p>Communicates effectively: Communicates decisions and information effectively and honestly; seeks and listens to multiple and varied views; deals with and addresses issues appropriately; maintains clear, concise reports.</p> <p>Trains and Develops: Looks for opportunities to train and develop; participates fully in training; adopts a professional and affable manner with supervisor.</p> <p>Time Management: Presents for work on time and ready to work; adopts a professional attitude to absences; is professional and conciliatory in approach to annual and professional leave.</p> <p>Interaction with Young Person: Seeks to develop relationships with the young people in our care; works to improve that relationship continuously; sets appropriate boundaries and adheres to same; acts as a role model for the young people and their team.</p> <p>Promotes Colden Care's Values: Is aware of Mission, Vision and Health and Safety Statements and works to promote same; seeks to continuously improve the care and safety to the young people in our care; works within Colden Care's policies and procedures.</p> <p>Innovates: Develops ideas and seeks new ways of delivering Colden Care services; focuses on continuous improvement of themselves and their working environment; prepared to work alone under own initiative; demonstrates problem solving skills; shows cultural awareness.</p> <p>Perseverance: Goes that extra mile in their approach to teamwork and in the delivery of care to the young people in our care.</p> <p>Management Skills: Demonstrates effective management skills when working with team and co-workers, and an ability to effectively communicate messages clearly and effectively (both positive and negative). Works to continuously improve the morale of the team; creates an environment where staff feel the manager is accessible and demonstrates empathy and understanding at all times.</p>
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