



St Michael's  
Fellowship

136 Streatham High Road

London SW16 1BW

T: 020 8835 9570

[admin@stmichaelsfellowship.org.uk](mailto:admin@stmichaelsfellowship.org.uk)

[www.stmichaelsfellowship.org.uk](http://www.stmichaelsfellowship.org.uk)

Dear Applicant,

Thank you for your interest in the post of **Residential Family Assessment Centre DEPUTY SERVICE MANAGER**.

This pack contains information about St Michael's Fellowship and our three residential family centres, the families we work with, the post of Deputy Service Manager, Job Description and Job & Personal Skills Specification.

To apply, please send in your CV, and take time to complete a supporting statement that addresses the essential requirements of the Job and Personal Skills Specification, a monitoring form and return all to [admin@stmichaelsfellowship.org.uk](mailto:admin@stmichaelsfellowship.org.uk) by **8.11.21**.

Please keep the following dates free in case you are shortlisted.

- Planned Informal Visit or Zoom call at one of our residential assessment centres on **11.11.21**
- Final Interview at our head office on **19.11.21** which will be face to face.

Informals **do** form part of our selection procedure, and feedback will be given to the interviewing panel.

This post will give the successful applicant substantial unsupervised access to vulnerable children and adults, therefore St. Michael's has adopted a rigorous system of checking. If you are shortlisted we will pursue telephone references in the first instance. St Michael's reserves the right to contact any previous employers including your two referees of choice. The successful applicant will also be subject to an enhanced check through the [Disclosure and Barring Service](#).

In order to meet the recommendations of the [Warner Report](#) any information given will not interfere with our standards of Equal Opportunities Practice i.e. information will not be used in a discriminatory way.

We receive a large response to our job vacancies and cannot unfortunately reply to candidates who are not shortlisted. If you have not heard within one week of the closing date please assume that your application has been unsuccessful.

Yours faithfully,  
Sue Pettigrew OBE  
Director

**Working together to keep families together**

**Patrons: Dr John Coleman OBE Chuka Umunna**

## St Michael’s Fellowship – The role of Deputy Manager

The staff in the teams will be looking to you to bring your own ideas, creativity, knowledge and experience to a team of new and experienced staff working alongside a manager who has managed the centre for a number of years. As a Deputy Service Manager you will be working in partnership with the Service Manager in one of the three centres, each having their own specialised focus. You will be working closely with and alongside families, and will have the opportunity to have a real and significant impact on the outcomes for children and their parents. Your work will proactively influence the outcomes for children and their families for the better through direct work, open discussion and by establishing professionally nurturing working relationships with the families. What you will do in the centre and how it is done has an immediate and direct impact that really matters for the children and for their parents. Your work will influence and contribute to decisions that seek to safeguard and promote the welfare and wellbeing of children. With your colleagues the work that you do will support, facilitate and underpin the decision making for professional colleagues and outside agencies that includes social services and the family courts.

What happens in the centre matters.

You will be supported in your work and you will have the opportunity to develop and build on the skills and experience you have by an experienced manager and by a culture of support and development within St. Michael’s. You will also have the support of a Deputy Service Manager buddy system during an induction period and the ongoing support of a Deputies’ practitioner group that meets every 6-8 weeks. In partnership with the Service Manager you will support and manage a staff team of five, who are involved in a shift system of working a specified number of hours per calendar month.

Examples of night shifts	Examples of day shifts
4pm – 11 pm or 12 midnight sleep-in 7 am – 3 pm	8am-4pm
2pm -11pm sleep-in 7am-12 noon	10am–6pm
	11am –7pm
	12 –8pm

The rota system aims to give staff alternate weekends off and one weekend off per month that is usually three consecutive days. Other days off are taken during the week.

With the exception of the Managers, staff average six sleep-ins a month (£50 per sleep-in). The Deputy Service Manager has a limited sleep-in duty and a limited shift rota responsibility in any given month.

During the day Mondays to Fridays, there is a minimum of two staff on duty. After 7 or 8pm and at weekends, depending on the circumstances, and when the work is less intensive, staff

usually work alone. Management support in some form is always available. As the Deputy your role will involve you, in partnership with the Service Manager, contributing to a system of out of hours emergency guidance and support for staff.

All staff must

- bring their creativity, commitment and motivation to our work
- develop supportive working relationships with colleagues at the centre and across the whole organisation
- actively contribute to the ongoing development of the centre

Staff duties are varied and include contributing to all family assessments, observation and direct work, giving evidence in court, specific 1:1 support, recording and report writing; to demonstrating respect for the families and their work environment by maintaining and supporting the cleanliness of the centre.

### Remuneration

The salary ranges from **£36,929 - £41,869** inclusive of London Weighting (sleep-ins at £50 per night) and with management experience **£39,032**.

Incremental increases, when entitled and possible, occur on 1st April. A cost of living increase is awarded when possible. Contributory personal pensions are available under the auto-enrolment scheme. After a period of three years' service an employee can join St Michael's pension scheme with an employee minimum contribution of 6% and an employer minimum contribution of 8%.

### Annual leave

Five weeks plus Bank Holidays and 2 St Michael's days, increasing to six weeks after five years' service.

### Supportive Culture & Additional Benefits

We recognise that our work with families with a variety of needs is demanding and can be stressful. To alleviate this, we provide clear guidelines on practice, interventions and ways of working. We provide a pleasant working environment and we value views of staff to bring about change. We support and enable staff within a culture committed to providing opportunities for personal and professional learning and development.

They include:

- Supervision every two weeks plus ongoing opportunities for additional support/supervision
- Exceptional experience of direct work with families
- Training programmes to enhance career development
- External consultancy plus team building and support days
- Clinical supervision where appropriate

Staff teams also have regular away days and we provide free regular on site massage.

## Job Description: Residential Family Assessment Centre Deputy Service Manager

**Responsible to: Service Manager.**

### General

- To take responsibility for the assessment and support services in partnership with the Service Manager.
- To support the Service Manager to manage the staff team, and facilitate and empower staff contributions to team discussions, decision-making, day to day work, and the development of the service.
- To support the Service Manager in their responsibility for the centre this includes; practice, some administrative and financial responsibilities.
- To support the Service Manager to ensure a high standard of social work practice in the centre and that staff are clear about their responsibilities and duties.
- To help create and maintain a safe learning environment within the service.
- To support the Service Manager in supervising the staff team, and sessional workers.
- To support staff in the writing of reports for reviews, court, end of placement and partnership with the Service Manager, take responsibility for checking these reports and maintain an overview of these reports to ensure effective quality control.
- To support the Service Manager to manage and oversee Reviews, Court attendance, end of assessments etc. as appropriate
- To support the Service Manager with the overseeing of assessments by being involved in the reading of court papers, planning and reviewing the assessment, supporting Keyworkers to compile reports, and supporting Keyworkers in giving evidence at Court.
- To attend, and support weekly staff meetings, and in partnership with the Service Manager facilitate and guide the family work discussions and case analysis.
- To attend or support staff to attend Case Conferences; to attend or chair Reviews and Professionals Meetings as required.
- To work flexibly in support of staff in partnership with the Service Manager, which may require some out of hours emergency on-call guidance and support.
- To work in partnership with the Service Manager in the work with families and support of staff.
- To set and maintain reasonable standards of child care and ensure general house cleanliness and management.
- To keep abreast of current legislation which informs and prescribes our work, paying particular attention to the Children Act 1989, 2004 and 2017, the Framework for Assessment of Children in Need, GDPR, Care Standards Act 2000, Residential family

centres regulations 2002, Residential family centres: national minimum standards (2013) Social care common inspection framework (SCCIF): residential family centres, as it impacts on the registration of residential family centres.

- To support the Service Manager to compile an annual evaluation of the service to feed back to the Trustees.
- To deputise in the absence of the Service Manager.
- To attend and contribute to the Deputy Service Manager Practitioner groups.
- To work in accordance with the organisation's Health and Safety policy.
- To work in accordance with the organisation's Equal Opportunities policy.

### Work with Families

- To ensure that the child's voice is an essential and integral part of the work and assessment with families.
- To support the Service Manager in the observation, evaluation and analysis of the parenting of the children in the families resident in the centre.
- To support the Service Manager to ensure that any safeguarding concerns are reported to the relevant bodies.
- To work in partnership with parents, colleagues, social workers, other agencies and professionals to support and improve the service offered to families.
- To liaise closely with staff, parents, social workers and other professionals in establishing contracts, working agreements and plans of work for each parent.
- To support the opportunity for parents to acquire the skills of parenting and independent living by empowering them through the direct work, education and guidance offered.
- To support the keyworker appointed from the staff team to take lead responsibility for a family, and occasionally have keywork responsibility for a family.
- To support the Service Manager in staff meetings, family work, reviews, and placement reviews and to lead these in the absence of the manager and as required.
- To be involved in the assessment and review of families.
- To support staff with the sharing with parents placement feedback and the content of all reports before wider distribution.
- To give evidence at Court as and when required.
- To support and guide staff in their work with children and parents.
- To support staff, in partnership with the Service Manager, with the planning and preparation necessary to ensure the content and quality of work with the children and families.
- To support the Service Manager in the organising and management of placement reviews and ensure that the child's and parent's views are presented, and that all participants are engaged and informed.
- To engage with St Michael's Securing Change team to ensure a period of ongoing support for the family in the community when appropriate.

## Responsibilities

- To support the Service Manager to enable the team to utilise the various communication tools and resources to ensure that children, parents, staff and other professionals are effectively updated and informed.
- To support the Service Manager and the team in keeping records of the day to day running of the house using the house diary, message book and ensure that daily report sheets on individual families are completed appropriately and regularly reviewed.
- To support the Service Manager to stimulate new referrals and guide potential new residents through the referral and admissions process and be involved in the process of agreeing new work, including working agreement negotiation and financial agreements.
- To support the Service Manager to promote the liaison with outside agencies to make use of the resources available in the community to enhance the work with parents and children.
- To support the Service Manager to liaise with outside agencies in promoting the work of St. Michael's by receiving visitors, students etc.
- To carry out correspondence on behalf of St. Michael's.
- To support the Service Manager implementing new procedures, practices and policies and in the reviewing work practices and policies within the centre.
- To assist in the development of the Fellowship's work in any way that may reasonably be requested by the Service Manager, Director and Deputy Director.

## Staff Development

- To support the Service Manager to plan rotas, oversee and supervise staff, and in partnership with the Service Manager facilitate their training.
- To undertake probationary reviews and annual appraisals with staff, participate in meetings and placement reviews in partnership with the Service Manager.
- To offer two weekly reflective supervision to staff and the opportunity for informal support, guidance and consultation outside of this in partnership with the Service Manager.
- To implement with staff annual personal development plans and participate in the production of self-appraisal with the Service Manager.
- To attend appropriate training courses as arranged in order to meet those training needs identified by the personal development plan and to enhance professional development and skills in line with the Fellowship's training policy.
- To support the Service Manager identify and/or facilitate the development and training of staff.
- To attend group consultancy sessions with outside consultant where appropriate.
- To attend and support weekly staff meetings, facilitate and guide the family work discussions and analysis in partnership with the Service Manager.
- To support colleagues in the Deputy Service Manager practitioner group to train and induct current and new sessional staff through induction and training workshops.
- To perform such additional tasks as may be required

These are the normal duties which the employer requires at the date of appointment. However, it is necessary for all staff to be flexible and all employees may be required from time to time to perform other duties as may be required by the employer for the efficient running of the organisation.

**This job description does not form part of the contract of employment.**

### Job Specification & Personal Skills: Deputy Service Manager

ESSENTIAL	DESIRABLE
<i>Skills</i>	
Assessment, Observation, Analytical skills	Counselling
Reflective	Group work skills
Supervision	
Articulate	
Literacy, a high standard	
Basic financial	
Ability to write comprehensive, detailed reports and daily recordings	
Management/Organisation	
Person centred	
Interpersonal	
Effective Time Management skills	
Team building/staff training/Staff support	
Computer skills: Microsoft Office	
Accurate record keeping	
Effective Court Skills	

<i>Previous Experience</i>	<i>Desirable</i>
To have worked with people from multi-cultural backgrounds	To have worked residentially
To have worked with people who have been abused	To have worked in a residential family assessment centre
To have worked with families where there are issues of child abuse/neglect	To have worked with people with learning difficulties
To have worked with families where there are issues of Domestic abuse	To have worked with people with addiction problems
To have worked with young parents/ young people	To have worked with people with a mental health diagnosis
To have attended/given evidence in family hearings at court	To have Deputy management experience
	To have experience of supervising staff

Knowledge	
Current legislation especially; Children Act '89, 2004 and Children & Families Act 2014, Children and Social Work Act 2017, GDPR. Residential family centres: National Minimum Standards (2013)	Residential family centres regulations 2002 as amended Social care common inspection framework (SCCIF): residential family centres
'Framework for Assessment of Children in Need and their Families'	Keyworking Open access to files
Signs of child abuse/abuse/neglect	Importance of play
Psychiatric illness	Child sexual abuse
The effects of abuse on a child(ren)/parent	The benefits system
Working Together to Safeguard Children Guidance 2015	Learning difficulty
Child development and child care	Alcohol/drug abuse
Parenting and independent living skills	Local Authority Social Services Departments
Use of written agreements and contracts	Local organisations which could support and enhance the work of the project
How to work in partnership	Care Standards Act 2000

Qualifications	
Educated to degree standard	
Evidence of professional training whilst in post	First Aid
Post Qualifying Awards	Clean driving licence
	Counselling certificate
	Degree in Social Work
	Masters in Social Work
	Diploma in Social Work
	CQSW
	C.S.S.
	Practice Teachers Award
	Management qualification

**OTHER QUALITIES RELATING TO THIS POST:**

A sense of humour  
Flexibility  
Commitment  
Non-judgmental  
Awareness of professional boundaries  
Resilient