



St Michael's
Fellowship

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Dear Applicant,

Thank you for your interest in the post of **Residential Family Assessment Centre DEPUTY 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 Manager, Job Description and Job & Personal Skills Specification.

To apply, please send in your CV with your supporting statement and monitoring form and return it to admin@stmichaelsfellowship.org.uk. If you are successful in being shortlisted then you will be invited to a stage 1 interview at one of our residential assessment centres followed by a stage 2 interview at our head office. Both stages of interview form part of our selection procedure and both are mandatory.

When you write your supporting statement you should show that you fulfil the essential requirements of the person specification as outlined in the Job and Personal Skills specifications. Your application will not be considered if you do not provide a supporting statement.

This post will give the successful applicant substantial unsupervised access to vulnerable adults and children, therefore St. Michael's has adopted a rigorous system of checking. If we make you an offer, we will take up references and St Michael's reserves the right to contact any previous employers including your two referees of choice. We shall verify references by contacting referees by phone. 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

St. Michael's Fellowship is an independent voluntary organisation that acts for the welfare and safeguarding of children. For over a 100 years we have worked residentially with parents so that they might safely and sustainably meet their child's needs; working together to keep families together. We are a dynamic, creative organisation which over the years has taken a lead in the development of services both residentially and in the community to meet the changing needs of families and communities.

We run three residential family assessment centres in which we undertake 12 week parenting assessments with families who are at risk of losing their children due to significant safeguarding concerns. During this time, we provide support and guidance to help parents develop their parenting and address the concerns that have led to care proceedings being initiated in respect of their children. As a Deputy Manager you will be working in partnership with the Service Manager in one of the three centres, with a permanent staff team of 5, to facilitate high quality intervention and assessment. 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 in care proceedings for the better through direct work, open discussion and by establishing professionally nurturing working relationships with families.

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. You do not need to be a qualified Social Worker to apply for this position; in St Michael's we recognise the importance of a diverse staff team and the expertise from different fields. Our teams therefore consist of both qualified Social Workers as well as those from different professional backgrounds. As a supportive and learning environment we also encourage applications from those who are looking to take their first step into management. 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.

Our centers are staffed 24 hours per day by a permanent staff team alongside sessional staff. 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 environment by maintaining and supporting the cleanliness of the centre.

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.

Remuneration

The salary ranges from **£42,232 – £47,815** inclusive of London Weighting 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

We offer a generous annual leave entitlement of 23 days plus Bank Holidays and 2 St Michael's holiday days, increasing by 1 annual leave day each year of service and to 30 days 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 four 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 Specification & Personal Skills: Deputy Service Manager

ESSENTIAL	DESIRABLE
<i>Skills</i>	
Assessment, Observation, Analytical skills	Counselling
Ability to write and quality assure comprehensive, detailed reports and daily recordings	Group work skills
Self-Reflective	Effective Court Skills
Able to help others' reflect on their work	
Literacy, a high standard	
Basic financial	
Management/Organisation	
Person centred	
Strong interpersonal skills	
Effective Time Management skills	
Team building/staff training/Staff support	
Computer skills: Microsoft Office	
Accurate record keeping	
Leadership skills	
Ability to chair meetings	

<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/ domestic abuse	To have worked directly with parents
To have worked with young parents/ young people	To have worked with people with learning difficulties
To have provided leadership within a team, either as a manager or colleague	To have worked with people with addiction problems
Experience writing assessments/ reports	To have worked with people with a mental health diagnosis
	To have Deputy management experience
	To have experience of supervising staff
	To have attended/given evidence in family hearings at court
	Experience chairing meetings

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
The effects of abuse on a child(ren)/parent	Child sexual abuse
Working Together to Safeguard Children Guidance 2015	The benefits system
Child development and child care	Learning difficulties, neurodiversity and psychiatric illnesses
Parenting and independent living skills	Alcohol/drug abuse
Use of written agreements and contracts	Local Authority Social Services Departments
How to work in partnership	Local organisations which could support and enhance the work of the project
	Care Standards Act 2000

Qualifications	
Educated to degree standard	Counselling certificate
Evidence of continued professional development	Social Work qualification
Post Qualifying Awards	Practice Educator Award
	Management qualification
	First Aid
	Clean driving license

OTHER QUALITIES RELATING TO THIS POST:

A sense of humour

Flexibility

Commitment

Non-judgmental

Awareness of professional boundaries

Resilient

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 in 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 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 & Ofsted.
- 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 parenting 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 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 direct work, education and guidance.
- 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 in 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 four weekly reflective supervision to staff as well as 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.

St Michael's Three Residential Family Assessment Centres



Crawford House in SW17 works with up to four families at any one time. The centre provides a one stop shop for local authorities where families have multiple needs and need sophisticated, holistic assessment and support.

"The setting has a diverse, significantly skilled, extremely child focused staff team."
Ofsted 2019 rated Outstanding
"commitment to innovative research".

52 in SW2 has decades of expertise working with adolescent mothers and is rated an Outstanding provider by Ofsted over three consecutive inspections.

"having the support I have always needed my whole life" - Teenage mother
[Ofsted 2016](#) *"Children and their parents receive assistance from a highly skilled staff team."*



46 in SE24 works at the forefront of developing and adapting approaches for assessing and supporting parents with learning needs.

[Ofsted 2017](#) reported that managers and leaders were outstandingly effective. Parents say: *"They wanted the best for us, they helped us so much."*
"Without 46, I think we would have lost our baby."