



CANDIDATE INFORMATION
for the exciting role in our Care team:

Assistant House Manager
2 x Permanent, full-time

The Good Shepherd Centre, Greenock Road, Bishopton, PA7 5PW
Tel: 01505-864500
Email: applications@gsc.scot

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A message from the Director

Dear Applicant,



Thank you for your interest in the Good Shepherd Centre (GSC). Our work helps and supports young people who have experienced extreme difficulties in their lives to make sense of their experiences and build hope for the future.

We want to give you a flavour of who we are, what we do and why, and how we go about our work. We want to share the vision and values of Team GSC so that you understand what the rewards and challenges of working with us might be for you. We also want to tell you about the lives and experiences of young people who come to stay here with us.

In this pack, you will see that there are links to sections on our website which explain the purpose of GSC, how the different departments work together towards the best care, education and specialist support the young people who come to stay with us need and to the stories of the young people we support.

Everyone at GSC is committed to making a positive difference alongside and for young people. The GSC's purpose is to provide a positive, life changing experience for young people through individual care, education and skills development. We do this through trying to make sure everything we do upholds the values and principles of kindness, respect, nurture, and relational and rights-based practice. This means we have a strengths-based approach, and we get to know and to understand each young person as an individual and build trust and positive relationships with them. We work with families and other adults in their life to support each young person to move forward from the often-extreme challenges and harm they have experienced.

There is a well know proverb or saying, which is common across several different African cultures and languages, which is *'It takes a village to raise a child.'* In the Kijita language the literal translation is that regardless of a child's biological parents, their upbringing belongs to the community. So, for the children and young people at GSC and in our care, we know this means a whole team/whole Centre approach and valuing every colleague in every job role; because whatever our role; we all play our part, working together in the best interests of the children and young people we support.

The GSC has made a commitment to [#KeepThePromise](#) and all our staff team will have a part to play as we further strengthen our care, education and health and wellbeing teams.

If you are committed to making a positive difference to the lives of vulnerable young people through being a positive role model for GSC, we'd love to hear from you.

We hope to meet with you to discuss this opportunity,



Alison Gough, Director, GSC

Introduction to the Good Shepherd Centre

“Our purpose is to provide a positive, life-changing experience for young people through individual care, education and skills development focused on promoting young people’s mental and emotional wellbeing and longer-term positive outcomes”

We are a Scottish charity that provides a secure care & intensive care service for vulnerable young people based in Bishopton, Renfrewshire and are privileged to be situated in a 38-hectare campus; within a beautiful countryside setting and stunning views over the Clyde estuary.

We support young people from the age of 12 up to 18 in secure care and 20 in close support care. We work alongside their families and the professionals involved in their lives, to make sense of their experiences and to build hope, coping skills and goals for the future.

Young people live in one of our 4 houses or 2 cottages depending on the level of support required. They continue their education in our school on campus or attend further education out with the campus.

We offer a place of safety and nurture and a positive, holistic and strengths-based ethos.

GSC has gone through an exciting period of growth and we’re on journey for a further period of growth with strategic goals aligned with The Promise in place for 2021-2024. These goals are set to move the organisation forward confidently in the best interests of the young people and other stakeholders. This is an exciting time to join Team GSC as the charity seeks to build on its strong reputation for relational based practice.

Context of Work

Young people are referred to us through the Children’s Hearing System and the Criminal Justice System. They have experienced 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.

Values

Our values are at the core of every decision we make as a team; we are **Kind, Nurturing, Resilient, and Rights Respecting**. In addition to our core values, ‘**Hope**’ has also been part of our ethos for a long time, as we believe without Hope we cannot achieve our goals.

Working for us

We have a caring, experienced and committed staff team. This multi-professional, multi-skilled team includes qualified and registered residential childcare managers and staff teams for each House, and GTC registered teachers within our Education Department. Our senior staff promote and model a positive, compassionate, strengths and relational based approach to all aspects of our work and encourage a culture and climate of ‘whole centre community’, where the dignity, needs and rights of the individual are respected at all times.

In addition to our residential care and Teaching staff, we have a number of other specialist practitioners including learning support staff with specific skills, Clinical and Forensic Psychologists and advisors, therapists, creative arts, sports and vocational coaches and tutors.

Team GSC includes c150 staff and our Director leads a Senior Management Team including:

- Head of Secure Care
- Head of Intensive Support & Throughcare
- Head of Education

SSQR

You can read more about our work and outcomes for young people in our SSQR (2020-2021)

[Service Standards & Quality Reports - Good Shepherd Centre \(gsc.scot\)](#)

Care Inspectorate Report (2022)

We are very proud of our scores and the feedback we received from young people, staff, social workers and the care inspectors. You will find the full report for both secure and close support [here](#).



Assistant House Manager

Job description

Position title:	Assistant House Manager
Reports to:	House Manager
Contract Type:	Permanent
Position Type:	Full time
Hours of work:	37.5 hours
Pattern of work:	Rotational three weekly shift pattern including early, mid, late; weekend shifts and the occasional nightshift.
Salary guideline:	£37,651 - £39,846 per annum

Purpose:

The Assistant House Manager will support the planning, prioritising, organising and reviewing of group care for young people resident in the House. They will support the management of the care and support to young people in a safe, secure and positive environment; ensuring that the work is in keeping with legislative, organisational and procedural requirements, and current good practice and guidance. They will supervise individuals to achieve agreed work plans and objectives, and ensure appropriate opportunities are given to enable individuals to maximise performance.

Main Duties:

1. Effectively support the development, maintenance and monitoring of systems and structures which reflect 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.
2. Promote the management of a service which meets the best possible outcomes for young people.
3. Manage the use of financial resources.
4. Manage the performance of staff so that work plans and objectives are achieved.
5. Contribute to the selection and recruitment of staff to meet service requirements and with due regard to legislation, current good practice and organisational policies and procedures.
6. Promote the development of the team and individuals to enhance their performance.
7. Ensure the care environment effectively meets the physical, social and emotional needs of young people.
8. Effectively support and contribute to the management of continuous quality improvement which reflects current good practice and ensure compliance with Care Inspectorate advice and recommendations.
9. Promote the development, maintenance and monitoring of a safe working environment.
10. The job holder may be asked to perform the duties of the Duty Officer or Nightshift Coordinator dependent on operational requirements as requested by SMT.
11. Any other reasonable duties as directed by the senior management team.

Person Specification

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> You must possess the Higher National Certificate in Social Care and the Scottish Vocational Qualification in Caring for Children and Young People at Level 3 or above, or equivalent qualifications 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. 	
Experience	<ul style="list-style-type: none"> 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 childcare or secure care settings. 	
Professional Registration	<ul style="list-style-type: none"> 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. 	
Professional Qualities	<ul style="list-style-type: none"> You will possess capabilities in relation to assisting the management of a group of staff with reference to the policies and procedures of the organisation and the Code of Practice for Employers and Code of Conduct for Staff as 	<ul style="list-style-type: none"> Awareness of the importance of being a good role model for our young people An understanding of the needs of different young people

	<p>published by the Scottish Social Services Council</p> <ul style="list-style-type: none"> • Assisting in the management of strategies to develop the skills and competences of staff • Undertaking duties related to financial budgets and staff rotas as directed by the House Manager; • Ensure that the principles of safe care are implemented for individual service users and others; • Assisting in the management staff and resources to promote the best possible outcomes for young people. 	<ul style="list-style-type: none"> • Good time management and organisational skills
<p>Personal Qualities</p>	<ul style="list-style-type: none"> • You will be flexible and imaginative in dealing with challenging situations; • Be able to listen sympathetically, correctly responding to concerns, motives and feelings of others; • Have an open mindedness and flexibility in dealing with 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. • Be assertive and effective in supporting the House Manager 	<ul style="list-style-type: none"> • 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.

Additional information

If you would like to find out more about this opportunity, please contact the HR Department on 01505-864500 or hrdepartment@gsc.scot

Rotational three-week shift pattern

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
Week 1	L	L	E	M	O	L	E
Week 2	E	O	O	L	L	E	L
Week 3	O	E	L	E	E	O	O

The shift times for this shift pattern are as follows:

- E: 8.30am – 4.15pm (Occasionally 07.45am – 3.30pm)
- L: 3:00pm – 10.30pm (1.00pm – 10:30pm on Thursdays)
- M: 12.30pm– 4:00pm
- O: Day off

You may be required to work additional hours from time to time including Night shift (9.30pm – 08.00am). We will endeavour to give advance notice of additional hours required where practicable.

Benefits

Below is a summary of our typical Statement of Main Terms and Conditions of Employment.

We believe we offer a generous package of benefits to all our employees including:

Hours of work

Core hours of work for a full-time post will be 37.5 hours

Annual leave

The annual leave for the post is 20 days, rising to 25 days after 5 years' service and to 28 days after 10 years' service

The annual leave year runs from 1st January to 31st December

There are 12 additional days per annum which are designated as public holidays

Pro-rata for part time staff

Pension

Employees with permanent contracts, or temporary contracts lasting 3 months or more, become members of the Local Government Pension Fund, unless they apply to opt out.

The employee contribution is based on salary level.

Other benefits

- **Other benefits:**
 - Cycle to Work Scheme
 - Employee Assistance Programme
 - Access to Blue Light Card scheme offering a range of discounts from large national retailers to local businesses in a wide range of categories including holidays, cars, days out, fashion, gifts, insurance phones and much more!
 - Investment in workforce development
 - Complimentary meals for care staff while on duty
 - On site car parking to name but a few

How to apply

We hope you have found the information in this pack both useful and informative.

If you are looking for a new and exciting role in the third sector and would welcome the opportunity to help young people achieve their potential, then working as part of our dedicated and experienced team may be a good move for you

Please note, as per our company policy, we are strictly unable to accept CV's.

To apply, please complete our application form available to download on our website at the link below and submit to applications@gsc.scot by the closing date.

If you are selected for an interview, we will contact you within fourteen days of the closing date.

Pre-Employment Medical Questionnaires will be undertaken prior to confirmation of employment. All convictions whether spent or unspent must be declared. These posts are regulated work with children under the Protection of Vulnerable Groups (Scotland) Act 2007. The preferred candidate will be required to join the PVG Scheme or undergo a PVG Scheme update check. Where an individual has spent a continuous period of 3 months or more out with the UK in the last 5 years, an Overseas Criminal Record Check will be required. You will be required to provide this check. A confirmed offer of employment and commencement in the post will be subject to the outcome of both these pre-employment checks being deemed satisfactory.

Applications will be shortlisted for interview by matching the details given in their application against the job description and person requirements. We would therefore ask you to provide clear evidence to show how your experience, skills and knowledge match those requirements.

We are developing an innovative selection process to have a focus on values and engagement with young people.

Thank you for your interest in working with us. If you have any questions at all, please do not hesitate to contact either the contacts given herein for each job role or the HR department on 01505-864500.

Best wishes,

The Good Shepherd Centre



"Staff try to support you as much as possible to help you maintain a positive image for the future" Young Person

www.gsc.scot

Come and join our amazing team!

