



CANDIDATE INFORMATION
for the exciting role in our Care team:

Duty Officer

x1 Temporary for 6 months

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 Good Shepherd Centre'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 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 change 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

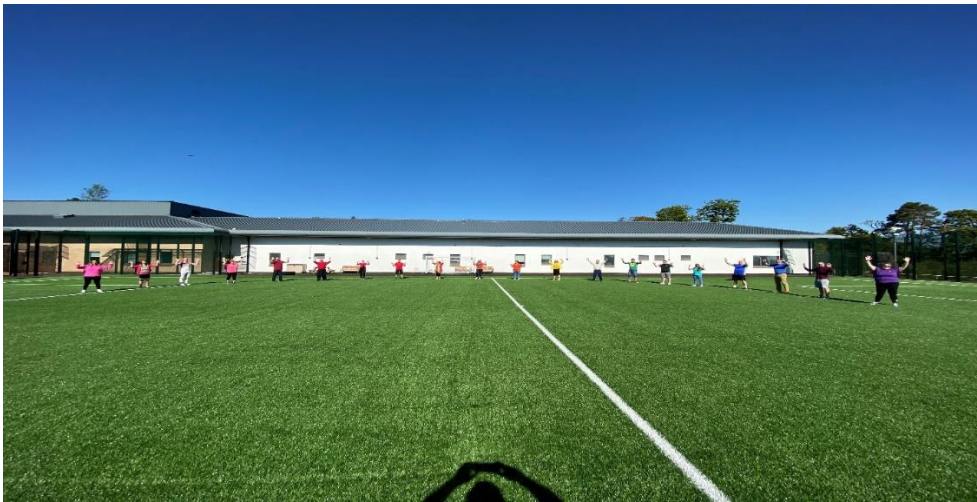
SSQR

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](#).



[Duty Officer]

Job Description & Person Specification

Job title:	Duty Officer
Responsible to:	House Managers
Contract Type:	Temporary (6 months)
Position Type:	Full Time
Salary Scale:	£37,651.95 – £39,846.24
Hours of Work:	37.5
Pattern of Work:	4-week rotational shift pattern including early and late shifts

Purpose:

The Duty Officer fills a managerial post that encompasses security/control and social care operational roles. The role involves the general monitoring of staffing and activities in the centre from a central position within the control room, ensuring the effective operation of the centre's policies, procedures and practice.

Main Duties:

Security/safety/movement

1. Oversee all movement in/out and within the secure/close support House.
2. Monitor staffing.
3. Monitoring of staff personal alarm and pager system.
4. Management of serious incident – initial debriefing.
5. Designated Health & Safety Officer for specific areas.

Operations

6. Co-ordinating diary and planned activities.
7. Prioritising transport
8. Co-ordinating professional and family visits.
9. Liaising with House staff.
10. Communicating and liaising with external personnel.
11. Responding to emergency staff needs.

Administration

12. Maintaining the daily log and diary.
13. Maintaining outings authorisation records.
14. Maintaining 'Pinpoint' records.
15. Maintaining serious incident reports.
16. Maintaining care staff timetables.
17. Maintaining fire log.

Specific Responsibilities:

Security/safety/movement:

1. Monitoring the movement/scanning of young people, visitors and staff on/off duty.
2. The issuing of pagers and identification of 'Pinpoint Response'. Personnel
3. Confirmation and authorisation of arrivals, leavers and outings for young people.
4. Ensuring adequate escorting for young people.
5. Monitoring and deployment of staff on duty to meet the needs of the establishment.
6. Monitoring/management/analysis of staff alarm incidents
7. Monitoring/management/co-ordination of serious incidents.
8. Timetabled Health and Safety Inspections of allocated areas.

Operations/Administration

Early Shift

9. Handover from nightshift co-ordinator.
10. Check early shift on duty.
11. Identify and issue pagers for 'Pinpoint Response'.
12. Respond to emergency staff shortages.
13. Check diary for daily events and co-ordinate use of meeting room, transport, etc.
14. Morning tour of centre/issue mail to Houses/ collate staffing information.
15. Update staffing timetables in control room.
16. Update 'Pinpoint' computer following alarm events.
17. Deal with external enquiries as required.
18. Initiate/co-ordinate completion of serious incident reports as required.
19. Co-ordinate/record 'Fire Drills' as per annual programme.
20. Check/file authorisation for movement of young people in/out of the Centre.
21. Handover to late shift Duty Officer.
22. Report to House Managers.

Late Shift

23. Handover from early shift Duty Officer.
24. Check late shift in duty.
25. Identify and issue pagers to 'Pinpoint Response'.
26. Respond to emergency staff shortages.
27. Collate evening diary events and planned evening activities.
28. Planning staff and co-ordinating evening activities.
29. Prioritising transport for essential use.
30. Co-ordinating professional and family visits and ensuring adequate supervision arrangements.
31. Monitoring condition and cleanliness of visit rooms.
32. Deal with external enquiries as required.
33. Update 'Pinpoint' computer following alarm events.
34. Initiate/co-ordinate completion of serious incident reports as required.
35. Co-ordinate 'Fire Drills' as per annual programme.
36. Evening tour of the centre/communicating with staff.
37. Fob board check as shift goes off duty.
38. Handover to night shift co-ordinator.
39. Report to on-call Duty Manager.

Health & Safety Inspections:-

40. 2 x ½ days timetabled every 3 weeks in the allocated area.
41. Inspection/maintenance of H & S files for allocated area:
42. Accident Reporting
43. Fire Safety Checks
44. Fire Drills
45. Airlock Checks
46. Pinpoint Checks
47. Staff Induction – H & S
48. Carry out all Risk Assessments and PAT testing of electrical equipment.
49. Undertake any other duties as may be designated by Mangers of The Good Shepherd Secure/Close Support.

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 have experience of mentoring, supporting and line managing individuals and preferably teams, in residential child care or secure care settings. 	

<p>Professional Registration</p>	<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. 	
<p>Professional Qualities</p>	<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 published by the Scottish Social Services Council Recognising own areas of responsibility and accountability; and always maintaining a high standard of service delivery and consistency of approach in work practice. You must have excellent written/verbal communication & interpersonal skills necessary for developing and maintaining positive relationships in a challenging environment. The ability to work well as part of a team & also to use own initiative 	<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; 	<ul style="list-style-type: none"> Patience, respect and empathy Good listener and attentiveness

	<ul style="list-style-type: none"> • 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 Managers 	<ul style="list-style-type: none"> • A non-judgemental attitude and open-mindedness.
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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.

The employee contribution is based on salary level.

Life assurance. 3 x salary subject to being a member of the pension scheme.

Generous Occupational sick pay scheme entitlement

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
- Staff Service Awards
- On site car parking and more

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. Alternatively, you can request an application pack by email at applications@gsc.scot or by telephone on 01505 864500.

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 with 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!

