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| <b>Job title</b>                             | <b>Centre Manager</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>Taking up and Maintaining Appointment</b> | Candidates who are successful at interview will only take up the position when mandatory training and compliance criteria including references, reference checks, Garda vetting, overseas police checks (where applicable), and verification of qualifications have been completed to the satisfaction of Three Steps.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <b>Location</b>                              | A nominated Three Steps Children's Residential Centre or<br>One or two nominated Child, Young Person or Adult Disability Centres<br>Travel to head-office for meetings, training etc. is also required.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <b>Reporting Relationship</b>                | Service Manager                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <b>Purpose of the Role</b>                   | <b>Child and Adult Disability Centres:</b><br>To be responsible for the delivery of <i>safe, compassionate, and professionally informed care</i> to the children, young people and adults placed in the centre with the primary aim of encouraging them to <i>live their best lives</i> , while supporting them to <i>reach their potential</i> and <i>achieve their goals</i> , now and into the future.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>Principal Duties and Responsibilities</b> | <p><b>Main Duties</b></p> <p>Leading the centre management team(s) and acting at all times in accordance with Three Steps Policies and Procedures:</p> <p><b>1. Care</b></p> <ol style="list-style-type: none"> <li>1.1. To create and maintain a safe, caring and professionally informed environment for the children, young people and adults placed in the centre.</li> <li>1.2. To physically intervene to keep and/or make safe the children, young people or adults placed in the centre and to ensure the necessary consents are in place to do so.</li> <li>1.3. To ensure the rights and responsibilities of each child, young person or adult placed in the centre are promoted and upheld.</li> <li>1.4. To ensure the physical, emotional, social, and spiritual wellbeing of each child, young person or adult placed in the centre is maintained.</li> <li>1.5. To ensure the children, young people or adults who have been placed in the centre are encouraged and supported to attend school, training, day services, medical, clinical, and other professional appointments.</li> <li>1.6. To ensure parent(s), foster parent(s), family members, placement supervisors and other professionals involved in the provision of care to the children, young people or adults placed in the centre are authorised to visit and made feel welcome in the centre.</li> </ol> |

- 1.7. To ensure age-appropriate play, social and exercise related activities with the children, young people or adults placed in the centre is encouraged, facilitated and that care team members participate in these activities when on shift in the centre.
- 1.8. To ensure the children, young people or adults placed in the centre are encouraged, facilitated and supported to participate in prosocial, community-based activities and that care team members actively role model this behaviour when on shift in the centre.
- 1.9. To ensure that the children, young people or adults placed in the centre are safely and respectfully assisted to maintain their personal appearance and hygiene.
- 1.10. To ensure care team members prepare and provide nutritious, well-balanced meals to the children, young people or adults placed in the centre that they enjoy eating and/or are willing to try, following consultation with them.
- 1.11. To ensure the children, young people and adults placed in the centre have suitable and sufficient, clean clothes and footwear available to them at all times that they have chosen and are happy to wear.
- 1.12. To ensure the children, young people and adults placed in the centre have suitable and sufficient, clean bedding, towels etc. available to them at all times and that they are supported and encouraged to keep their personal space and belongings clean and tidy.

## **2. Care Practice**

- 2.1. To ensure that the children, young people, or adults placed in the centres you manage are consulted about and empowered within their lives, including their life within the centre, and that their voice is always heard and reflected in their Programme of Care.
- 2.2. To ensure each child, young person or adult placed in the centres you manage has a comprehensive and up to date Programme of Care that is being effectively implemented and to inform service management if, for any reason, this is not possible.
- 2.3. To inform service management if, for any reason, a policy or procedure cannot be implemented and/or is negatively impacting care for any reason.
- 2.4. To report clearly and without delay, any issues negatively impacting the delivery of safe and effective care, to service management.
- 2.5. To appropriately and constructively challenge any team member, including the Deputy Centre Manager, whose care is not in keeping with each child, young person or adult's Programme of Care and/or the standards of care expected within the service.
- 2.6. To be aware of and act in accordance with current legislation, regulation, standards, and best practice in relation to the provision of safe and effective care.
- 2.7. To ensure care team members are directed in the operation of every shift through effective use of the centre's Shift Transfer process and to review the efficacy of same on an ongoing basis – reflecting learning and quality improvement as needed.
- 2.8. To respond promptly upon receipt of any expression of dissatisfaction, complaint, adult safeguarding concern, child protection concern or disclosure which is raised in relation to a child, young person or adult placed in the centres you manage.

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|  | <p>2.9. To ensure all care team members, including the Deputy Manager, are aware of and act in accordance with all emergency procedures and to know who to contact should an emergency arise.</p> <p>2.10. To prepare for and lead professional meetings that are held in relation to the children, young people or adults placed in the centre and/or to their Programmes of Care.</p> <p>2.11. To prepare for and lead professional supervision in which the children, young people and adults placed in the centre are always the primary focus.</p> <p>2.12. To prepare for and lead centre team meetings in which the children, young people and adults placed in the centres you manage are always the primary focus.</p> <p>2.13. To ensure the effective operation of all centre-based documentation systems relating to the care provided in the centre and to the administration and management of that care.</p> <p>2.14. To make accurate, written and verbal reports to service management relating to the care provided to each child, young person or adult placed in the centres you manage – including reporting on their Programme of Care and participating in the service Planning and Coordination Meeting when requested to do so.</p> <p>2.15. To ensure any incidents / accidents involving the children, young people or adults placed in the centre are recorded accurately, reported promptly and responded to effectively.</p> <p>2.16. To ensure the incidents / accidents, including the nature and frequency of same, are reviewed on an ongoing basis with a view to ensuring that the future occurrence of same are prevented where this is possible.</p> <p>2.17. To ensure that key-working, the management and administration of medication and other day-to-day tasks relating to the provision of care and/or the operation of the centre are carried out as needed.</p> <p>2.18. To ensure the centres you manage are prepared to undergo inspection /audit at all times and that any recommendation made are addressed within agreed timeframes.</p> <p><b>3. Supporting Care Practice</b></p> <p>3.1. To ensure all care team members, including the Deputy Manager, participate in the in-service training and professional development related assignments that have been identified as being necessary in consultation with them, through the centre's bi-annual Training Needs Analysis.</p> <p>3.2. To ensure all care team members, including the Deputy Manager, adhere to all Fire Safety and Health and Safety related requirements as specified by the local fire safety authority and/or the Three Steps Health &amp; Safety Officer.</p> <p>3.3. To ensure all care team members, including the Deputy Manager, undertake various aspects of centre upkeep including keeping the centre office and public spaces clean, tidy, and free from clutter including centre furniture, furnishings and vehicle(s) and equipment.</p> <p>3.4. To ensure all care team members, including the Deputy Manager, are accountable for any money spent on behalf of Three Steps during the course of duty.</p> <p>3.5. To ensure all care team members, including the Deputy Manager, adhere to all Data Protection related policies and procedures that are applicable with the centre</p> |
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|  | <p>and to safeguard Three Steps proprietary policies, procedures, systems and tools from unauthorised access and theft.</p> <p>3.6. To ensure all care team members, including the Deputy Manager, treat everyone working in or visiting the centre fairly, with dignity and respect.</p> <p>3.7. To ensure all care team members, including the Deputy Manager, are part of a working environment where bullying, harassment and sexual harassment are not tolerated.</p> <p>3.8. To ensure all care team members, including the Deputy Manager, perform any other duties that may be assigned by you from time to time.</p> <p><b>4. Leadership</b></p> <p>4.1. To be responsible for the safe and effective operation of the centre and for all decisions made in respect of same.</p> <p>4.2. To prepare reports and participate in professional meetings when requested to do so by service management, ensuring that all records relating to those meetings are maintained to a high standard.</p> <p>4.3. To ensure care team members, including the Deputy Manager, are given regular professional supervision.</p> <p>4.4. To participate in the provision of an on-call service as part of an on-call roster.</p> <p><b>5. Management</b></p> <p>5.1 To manage all personnel assigned to work in the centre (or centres in the case of a disability service).</p> <p>5.2 To take responsibility for and participate in the on-going planning and strategic development of the centre or service when requested to do so by service management.</p> <p>5.3 To ensure the appropriate use of resources within the centre at all times.</p> <p>5.4 To consult with the children, young people and adults placed in the centre(s), their families, centre staff and external stakeholders about the nature and their experience of care provided within the centre.</p> <p>5.5 To provide such reports, statistics etc. when requested to do so by service management.</p> <p>5.6 To participate in the recruitment, selection and appointment of care team members when requested to do so by service management.</p> <p>5.7 To arrange and/or oversee the arrangement of a suitable roster for the centre and manage the designated care team resources, ensuring that resourcing levels and skill mixes in the centre(s) are appropriate and within the resource allocation.</p> <p>5.8 To identify the training and development requirements for the centre, and to facilitate team members' attendance at training on an ongoing basis.</p> <p>5.9 To maintain care team and centre management-related records, including the Centre Risk Register, securely and to a high standard.</p> <p>5.10 To perform any other duties as may be requested by service management.</p> |
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|                                                                                   | <p>The above Job Description is not intended to be a comprehensive list of all duties involved and consequently, Centre Managers may be required to perform other duties as appropriate to the post which may be assigned to him/her from time to time and to contribute to the development of the position while in role.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <p><b>Eligibility Criteria</b></p> <p><b>Qualifications and/or Experience</b></p> | <p><b>Health</b><br/>A candidate for and any person holding the role must be fully competent and capable of undertaking the duties attached to the role and be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service.</p> <p><b>Character</b><br/>Each candidate for and any person holding the role must be of good character.</p> <p><b>Qualifications</b><br/><u>Children's Residential Centres:</u><br/>A minimum Level 7 qualification in Social Care <b>and</b><br/>A management qualification suitable for a health or Social Care setting <b>and</b><br/>The intention to upskill to a Level 8 qualification if required<br/><b>or</b><br/>A qualification in a related and relevant field: Psychology (Level 8), and Level 7 in Child and Adolescent Psychotherapy, Counselling / Psychotherapy, Addiction Counselling, Applied Behavioural Analysis, Youth and Community Work, Family Support, Social Work Professional Practice, Social Sciences / Social Studies, Disability Studies, Early Years Care (U12 centres only), BA Applied Policing, Higher Certificate in Custodial Care, Teaching and Nursing (not exhaustive). Note: Students in the final year of a L8 degree in Social Care are also welcome.</p> <p><u>Children and Adult Disability Centres:</u><br/>A minimum Level 7 qualification in Social Care or a relevant alternative <b>and</b><br/>A management qualification suitable for a health or Social Care setting</p> <p><b>Experience</b><br/><u>Children's Residential centres:</u><br/>A minimum of 4 years' experience working in a Social Care grade with children and/or young people<br/><b>and</b><br/>The requisite knowledge and ability for the proper discharge of the duties of the role</p> <p><u>Children and Adult Disability centres:</u><br/>A minimum of 3 years in a management or supervisory role in the areas of health or social care<br/><b>and</b><br/>The requisite knowledge and ability for the proper discharge of the duties of the role</p> <p><i>Exceptional candidates who do not meet all the criteria above may be considered for the role at the discretion of the Director of Care.</i></p> |
| <p><b>Skills, Competencies and/or Knowledge</b></p>                               | <p><b>Professional Knowledge</b></p> <p>Aftercare<br/>Behaviour Management<br/>Care, Placement &amp; Personal Planning<br/>Child Development<br/>Child Protection<br/>Children in Care related legislation, regulation, policy, procedures and standards<br/>Disability related legislation, regulation, policy, procedures and standards<br/>Group / Team Dynamics<br/>Infection Control<br/>Management in Social Care<br/>Needs Assessment<br/>Professional Supervision</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |



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| <b>HR Sign Off</b> | <p>Name: _____</p> <p>Signature: _____</p> <p>Date: _____</p> <p>Company Stamp:</p> |
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