



Job Description & Person Specification

for

Therapeutic Children's Homes Administrator

Accountable To:

Management Team

Line Manager:

Deputy Head of Therapeutic Residential Care

Hours of Work:

40 Hours per Week

ORGANISATIONAL PRIMARY TASK

“We work with children who have been seriously traumatised by early environmental failure to such an extent that their corresponding behaviour is unmanageable in ordinary homes and schools. The task is to provide a highly supervised and planned environment that integrates residential care and education and is underpinned by a rigorous therapeutic model and understanding. The aim is to help children understand the impact of their pasts and corresponding behaviours and feelings. Enabling them to manage healthy relationships, through which they can achieve the trust and self-esteem essential for their eventual reintegration into the community.”

Summary of role:

The role of Therapeutic Children’s Homes Administrator is to provide high quality administrative support to the homes. Within the role you will also have a key focus of the monitoring and administration of evidencing and outcomes of our therapeutic services and work with traumatised children.

A key part of the role is gathering, contributing to and collating information and data / evidence with regards to the outcomes and progress for children and Amicus’ effectiveness, in order for us to provide a critical analysis and identify areas of strength and progress and action points and areas for development and improvement.

The role also involves assisting with the monitoring and contributing of the recording in our therapeutic homes ensuring compliance with Children’s Homes Regulations and Quality Standards, ensuring that the children’s files and paperwork is up to date and recorded well within timescales and regularly reviewed and audited and its content is in line with our therapeutic model as well as meeting regulatory requirements. You will ensure that relevant documents and evidence are ready for external agencies to view such as Ofsted, for Local Authority Monitoring Visits, Regulation 44 visits and external audits as well as for our Regulation 45 Reports, Annual Review Report and the homes’ Development and Improvement Plans.

The role involves some data and analysis around the use of interventions and their effectiveness and children, staff and network professionals satisfaction with Amicus’ services. In your role you will also focus on the progress and achievements of children and outcomes of their placement and follow up after the placement has ended too to review effectiveness and impact.

You will also be part of collating information and evidence required for our Community of Communities (Royal College of Psychiatrists) Accreditation and Peer Reviews and would capture best practice and evidence against the Therapeutic Community Standards. You will use a variety of methods to collate data such as child, staff and parent/carer surveys, questionnaires, testimonials, spreadsheets, graphs, presentations, and will be creative in your approach.

You will have strong organisation and administrative skills and be interested in developing your knowledge and skills in data analysis and research based tasks and to take administrative projects in this area.

MAIN DUTIES

- To be a key person in the ensuring the completion and monitoring of recording and paperwork and evidencing of practice and outcomes of the children and showing the evidence and impact of therapeutic input to help support traumatised children and aid their recovery through your administrative support.
- To engage in reflective practice and work in accordance with our psychoanalytic and group relations model and contribute to the ongoing development of creating a therapeutic environment / milieu
- To have an understanding of the presentations of the vulnerable and traumatised children attending our homes and school, such as learning difficulties, behavioural problems, anxiety, fears / phobias and depression and anxiety and to have a sound understanding of the concepts of transference and projection and how this relates to the children’s presentation and those working closely with them.

- To be interested, responsive and understanding to the children's behaviours and feelings and work on the basis that behaviour is a communication and will often stem from their previous traumatic experiences. To be inquisitive and reflective around behaviours and where this comes from and be sensitive and supportive to the staff and children in helping them to manage these.
- To ensure that the Children's Homes Regulations including the Quality Standards are being met and evidenced throughout the child's documentation.
- Ensure plans and assessments for the children are on file, up to date and within timescale
- Evidence and evaluate the progress made by the children at Amicus, with oversight and input into key documents such as the monthly progress report and other documents that evidence their journey
- To gain the views and experiences through a variety of methods of those involved in Amicus services, including, children, employees, volunteers, contractors, parents/ carers, Social Workers, local authorities and network professionals and collate, analyse and present data and share with Directors and Senior Managers
- To ensure that the homes / children's files and paperwork are complete and collated ready for Ofsted to evidence the excellent recording and practice taking place. To also be part of leading in gathering evidence and completing the workbook for our Community of Communities annual Self Review and three yearly accreditation with the Royal College of Psychiatrists against the Therapeutic Community Standards, engaging the whole community in this area of work.
- To collect data in relation to the organisations practices and outcomes through a variety and range of creative methods to gain evidence of effectiveness. To present data in variety of forms (tables / graphs etc) and provide an analysis of findings.
- To set up the child's electronic file on admission and ensure this is well maintained and to gather key placement information using Amicus' Placement Information Form and requesting reports, biographies and assessments for the local authority, network agencies and / or parents / carers.
- To contribute to the management of risk under the by carrying out risk assessments and updating, reviewing these when required.
- To ensure recording and evidencing required in the role is completed to a high standard in a timely manner and meets regulatory requirements as well as in accordance with our therapeutic model and evidences the good therapeutic practice taking place and outcomes for children.
- To assist in the monitoring and signing off the homes paperwork daily and ensure any gaps in recording are completed.
- To support the homes management team to complete daily, weekly and monthly audits of homes paperwork and ensure actions are completed and signed and to ensure the triangulation of documentation.
- To support the Homes Management Team in preparation for Regulation 44 visits and any local authority audits. To also be part of collating data and working on the 6 monthly Quality of Care Report (Regulation 45) and to support the managers to ensure any requirements, recommendations or suggestions are taken forward and implemented within timescales and are evidenced well.
- To liaise with the children's teachers to ensure school reports and other documentation are shared and available to the homes within timescales

- To have follow up discussions with staff members and children, to provide support and monitor progress.
- To be part of providing training workshops and spaces to staff on recording and evidencing outcomes
- To contribute to and prepare reports, attend statutory meetings where appropriate and take delegated responsibility for communications with external agencies/parents/carers and present in a professional manner.
- Organise and disseminate reports in a timely manner to internal and external key professionals
- To take minutes in collaboration with the chair of meeting concerning the child and distribute as appropriate and ensure this is evidenced on file. Request meeting minutes from external agencies were necessary and co-ordinate follow up and implementation of any action points ensuring this is translated to staff working frontline with the children.
- Understand and recognise the children's safeguarding needs and how these may change and ensure the children are appropriately safeguarding and ensure that any concerns are reported as per Amicus' Safeguarding Policy and Procedure. To also ensure that safeguarding issues are also worked with within Amicus's therapeutic and clinical model as well as adhering to safeguarding procedures.
- To be aware and able to acknowledge and reflect on one's own feelings and responses evoked by the children and accept support and guidance in relation to this.
- To be reflective in your own practice and areas for continued professional development.
- To actively participate in the staff training and development programme and to demonstrate a commitment to personal and professional development through training and learning.
- To attend and actively contribute to a range of community staff operational and clinical meetings. Including Individual Group Process Meetings, Individual Line Management Supervision and also individual and group Clinical Supervision sessions.
- Contribute to a high standard of internal staff communication and face to face interactions with colleagues
- Take care of own health and safety and personal wellbeing and ensure the health and safety of others and that H & S policy and procedures of Amicus are complied with at all times.
- To Work in accordance with Amicus Policies and Procedures, the Children's Homes Regulations (2015) including the Quality Standards, Therapeutic Community Standards and also the Therapeutic Placement Plans for the children.
- Contributing to and undertaking relevant research as agreed.

The details contained in this Job Description is not an exhaustive list of duties and you will be expected to perform different duties commensurate with the level of the post as required by Amicus and the overall objectives of the organisation. The nature of the work and organisation means that tasks and responsibilities are sometimes unpredictable therefore employees are expected to work flexibly when the occasion arises. Travel is expected as part of this role including travel to other sites and head office within the Amicus Community.

PERSON SPECIFICATION

Specification	Essential	Desirable
Qualifications and Training	<p>Good standard of education to GCSE level or equivalent which must include Maths and English.</p> <p>Educated to Diploma level related to the role / field of work.</p> <p>Commitment to undertaking relevant mandatory and therapeutic training relevant to the role.</p> <p>Sound and accurate literacy and numeracy</p> <p>Administration related qualification or training or at least two years' experience in a similar role</p> <p>Evidence of continuing professional development</p>	<p>Level 5 Diploma in Management</p> <p>Training relating to psychology or therapeutic work / practices</p> <p>Educated to degree level (ideally in psychology based subject)</p> <p>Physical intervention training.</p>
Experience	<p>Experience of working in residential childcare or a therapeutic / clinical / psychological setting</p> <p>Experience of working with children</p> <p>Administrative and data collection experience</p> <p>Ability to analyse and interpret data to produce accurate and timely reports</p> <p>Experience of working on a number of task simultaneously and managing time effectively to maintain progress</p> <p>At least two years' experience of work within an admin role or role that requires administrative duties.</p> <p>Must be proficient in the use of ICT</p> <p>Experience of setting up, populating, and updating data bases.</p>	<p>Experience of working in a Therapeutic Community or alternative therapeutic setting.</p> <p>Previous experience of paid or voluntary work within a trauma or complex needs setting.</p> <p>Experience of working with children in the Looked After Sector</p> <p>Minimum of two years' experience of working with children in residential childcare</p> <p>Minute taking</p> <p>Experience of being part in a research project</p>
Skills	<p>Defines results, taking into account the needs of the staff and children's care plans and placement agreements delivering the best outcomes for children.</p> <p>Able to work within a team and on own initiative</p>	

	<p>independently.</p> <p>Proven track record of successful outcomes for children</p> <p>Able to work effectively and calmly within stressful situations.</p> <p>Strong administrative experience</p> <p>Generates ideas for change to make improvements to services.</p> <p>Exhibits ability to respond to change constructively.</p> <p>Able to communicate effectively with children in a residential environment and build and maintain positive relationships.</p> <p>Able to communicate effectively with colleagues and other professionals.</p> <p>Able to demonstrate ability for self-reflection and understanding.</p> <p>To be a creative and inquisitive thinker and apply this in practice</p> <p>Able to maintain firm personnel and professional boundaries.</p> <p>Able to negotiate and compromise.</p> <p>Able to demonstrate excellent written communication skills and ICT skills and able to adapt style and language to relevant audience</p>	
<p>Personal Characteristics</p>	<p>Ability to demonstrate coping with emotionally challenging situations and to act appropriately under pressure</p> <p>Able to adapt quickly and is flexible to change and new demands</p> <p>Good organisation skills.</p> <p>Calm, confident resilient, mature persona</p> <p>Caring, nurturing and sensitive approach towards people</p> <p>Positive outlook</p> <p>Enthusiastic, reliable and approachable</p>	

	<p>Active, creative and reflective character</p> <p>Good observation and listening skills and the ability to build a good rapport</p> <p>Sensitive and empathetic and able to use sincerity and discretion</p> <p>Commitment to the vision and values and therapeutic model of The Amicus Community</p>	
<p>Additional Requirements</p>	<p>Able to be flexible with hours.</p> <p>Is computer literate and able to use Word, Excel and e-mails</p> <p>To be able to drive to different locations within the area.</p> <p>To be fluent English speaking and a good communicator</p> <p>To be willing to undergo a DBS disclosure</p>	<p>Able to work overtime if required.</p>

All employees are also expected to follow and work towards the Therapeutic Practitioner Competencies Framework within their role. (A copy of this document is supplied within the application pack)

The Amicus Community provides excellent regular support and supervision as well as work related training and development opportunities.

The Amicus Community

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