

General Data

DIRECTION/DEPARTMENT:	Twin Summer Centres
JOB TITLE:	House Parent
REPORTS TO:	Activity Manager; Centre Manager

Overview of the role

Deliver a high quality activity and excursion programme; ensure integration of language learning with the social programme; maintain proper levels of student safety, discipline and welfare.
Responsible for the day-to-day running of a boarding house; ensuring students are safe and happy in their accommodation

Responsibilities

- Attending an on-site staff induction
- Preparing and planning activities and excursions in advance
- Leading and delivering activities and excursions, including optional extra excursions if necessary
- Daily maintenance of the activities notice board and sign-up sheets
- Completing risk assessments including any extra risks for individual students
- Implementing Health & Safety standards/procedures for each tour/activity/event
- Meeting and greeting students at the airport and welcoming students to the centre
- Assisting the management team as required
- Supervision of students during meal times, breaks and free time
- Taking registers for all activities, excursions, meal times and bed times
- Attending all excursion, activity and staff meetings
- Participating in weekly activity leader development sessions
- Participating in formal and informal observations of activity sessions
- Assisting group leaders with any special requests
- Reporting accidents/ incidents to the Centre Manager and completing necessary documentation
- Keeping your workplace tidy
- Wearing the Twin uniform at all times whilst on duty
- Carrying out room inspections and conducting Health & Safety checks
- Reporting any issues with cleaning, maintenance or health and safety within the accommodation
- Ensuring rooms are prepared for student arrivals
- Settling students into their accommodation
- Helping younger students with unpacking/ packing
- Inducting new students on fire exits, assembly points and emergency procedures
- Providing new students with a tour of the centre
- Acting as a "Group Leader" for individual students; providing encouragement, support and pastoral care
- Managing procedures for valuables and pocket money
- Assisting students with doing laundry
- Ensuring that students are washing regularly
- Making sure bed times are respected

The company reserves the right to vary or amend the functions and responsibilities of the post holder according to the needs of the Company's business.

- Wake up and bedtime duty
- Observing, monitoring and managing student behaviour
- Taking on the role of fire warden
- Taking on the role of first-aider
- Ensuring students do not return to the house outside of permitted times
- Sharing information with other House Parents and staff members as necessary
- Carrying out a weekly welfare tutorial with individual students
- Dealing with any incidents of unacceptable behaviour including bullying immediately
- Providing emotional support to any homesick students
- Looking after any sick students who need to stay in bed
- Ensuring students requiring medical attention receive appropriate treatment from a doctor or dentist and medical reports are completed
- Accompanying students to hospital at any time of day or night
- On-call overnight to respond to emergencies (House Parents may leave the site overnight but must inform the Centre Manager and may be asked to take the emergency phone).
- Assisting with student departures
- Checking for damages before student departures
- Safekeeping/ administration of medication for individuals
- Any other reasonable/appropriate duties

Principle Accountabilities

- Ensuring the boarding house provides a safe and secure environment for students
- Delivering engaging Activity Sessions
- Providing informative and well organised excursions
- Providing extra support for students that are ill, homesick, or in any way vulnerable
- Ensuring the health, safety and welfare of students at all times

Knowledge/Experience required

Essential requirements:

- Experience of supervising minors
- A strong awareness of Health & Safety

Desirable, but not essential:

- Any medical training or professional qualification in child care, social work, education, counselling or psychotherapy
- Experience of working in a residential context
- Safeguarding training
- Experience of working in a multi-cultural environment
- Customer service experience
- Ability to speak a second language
- Experience working in a fast paced and high pressure environment
- Experience working as part of a team

Education/Qualification

- Educated to GCSE level

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- HSE-recognised First Aid certificate (such as St John's First Aid at Work) desirable

Person Specification

- Adaptability and flexibility
- Hardworking and caring
- Enthusiastic and energetic
- Ability to work independently and as part of a team
- Self-motivated and proactive
- Attention to detail
- Strong understanding of the principles of safeguarding
- Ability to think quickly and use common sense
- Cheerful, positive and can-do attitude
- Approachable but professional

Note: This role is subject to the applicant attending a first aid training in London on June 19th 2022.

Twin Group is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. Successful applicants will be required to undertake an enhanced disclosure via the CRB, where appropriate.

We are dedicated to ensuring that all job applicants and members of staff are treated equally, without discrimination on the grounds of gender, sexual orientation, marital or civil partner status, gender reassignment, race, colour, nationality, ethnic or national origin, religion or belief, disability or age.

Safeguarding, Welfare and Prevent

Twin Group is committed to the safeguarding of children and vulnerable adults, the prevention of radicalisation, and promoting the welfare of all of our customers, and we expect all staff and volunteers to share this commitment. Twin Group has as a Safeguarding Policy which all staff must read and comply with. Successful applicants who will work directly with children and/ or vulnerable adults will be required to undertake an enhanced DBS and complete mandatory training.

Equality & Diversity

We are dedicated to ensuring that all job applicants and members of staff are treated equally, without discrimination on the grounds of gender, sexual orientation, marital or civil partner status, gender reassignment, race, colour, nationality, ethnic or national origin, religion or belief, disability or age. Twin Training has an Equality and Diversity Policy and it is the responsibility of all staff to comply with this.

Confidentiality

The post holder must maintain the confidentiality of information about customers, staff and other Twin Training stakeholders. Some work is of a confidential nature and information gained must not be communicated to other persons except in the recognised course of duty. The post holder must meet the requirements of the Data Protection Act (GDPR) at all times.

Health & Safety

Employees must comply with the provisions of the 'The Health and Safety at Work Act 1974' and must take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions whilst at work. Employees are also required to co-operate with their employer to enable them to perform or comply with any statutory provisions. The organisations efforts to promote a safe and healthy working environment can only succeed with the full cooperation of its employees.

Flexibility

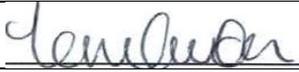
This job description is intended to provide a broad outline of the main duties and responsibilities only. The post holder will need to be flexible in developing the role in conjunction with their line manager. The post holder may be asked to carry out any other reasonable and lawful duty or instruction.

The company reserves the right to vary or amend the functions and responsibilities of the post holder according to the needs of the Company's business.



I confirm that I have read, understood and accept the requirements detailed in this job description.

Signed:			
Print name:		Date:	

H.R. Administrator Signed:			
Print name:	Terri Swain	Date:	