

## General Data

**JOB TITLE:** House Parent

**REPORTS TO:** Activity Manager\*; Centre Manager, Operations Manager (Eastbourne)

*\*when in your Activity Leader's roles*

## Overview of the role

To 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/ walking tours in advance
- Leading and delivering activities and excursions/ walking tours, 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 excursions/ walking tours, activities 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
- Engaging with students as much as possible and making sure they are happy throughout their stay
- 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 individual students with laundry where necessary
- 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
- Assisting fire wardens with fire drills, evacuation, etc.
- 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
- Reporting any anomalies in students' behaviour and pastoral care to the Centre Manager/Operations Manager (Eastbourne)
- 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 individual 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

- 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:**

Applicants should be at least 18 years old with the necessary maturity to undertake responsibility for groups of students aged between 8 and 18 years old.

- 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

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### Education/Qualification

- Educated to GCSE / Leaving Cert level
- 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/ Eastbourne or Dublin (location TBC nearer the time) on June 18th 2023**

### 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/ Garda Vetting 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 always meet the requirements of the Data Protection Act (UK) and Data Protection Legislation (Ireland) (GDPR).

### Health & Safety

Employees must comply with the provisions of the 'The Health and Safety at Work Act 1974 (UK) and the Safety, Health, and Welfare at Work Act 2005(Ireland) 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.

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

Signed:			
Print name:		Date:	

On Behalf of Twin Summer Centres: Signed:			
Print name:		Date:	