

**April 2024**

Dear Applicant,

**Re: Deputy Team Leader Application Pack**

Many thanks for your interest in the post of Deputy Team Leader at Orchard House.

Orchard House is proud to be one of very few family assessment centres in the UK rated **'Outstanding'** by Ofsted at our most recent inspection. This underlines the skill, dedication, and commitment of the staff team and we are delighted to be looking to appoint a further Deputy Team Leader to join our well-established and supportive multidisciplinary team.

We are committed to ensuring the best possible outcomes for vulnerable children and their families. We take our safeguarding responsibilities very seriously and it is our priority to ensure that children and their parents are safe and have the best possible opportunity to demonstrate their parenting whilst they are with us.

Our skilled team enables us to provide extensive support and intervention for children and their families with a wide range of potential difficulties, and we are dedicated to working in close partnership with families that access our service.

The Deputy Team Leader provides on-the-ground leadership, supports the daily operations of the houses, and helps to ensure the smooth running of the assessments and interventions for the families on a daily basis.

If you want to work for an open and forward-thinking organisation with systemic practice at its core, then Orchard House will be a good match for you.

We work hard to provide significant opportunities to reflect as a multidisciplinary team on each assessment and we provide a significant level of supervision and training. The organisation is committed to members of the team and their continuing professional development, as we are passionate about lifelong learning as an organisation.

Please find enclosed:

- An application form
- A job description
- A person specification
- A job description for the Family Support Worker role - *this is included for external candidates, as the duties listed here form a significant part of the Deputy Team Leader role*
- Privacy notice for job applicants

- The Statement of Purpose for Orchard House Greenway Road
- The Orchard House Child Protection and Safeguarding Policy

We would also encourage interested applicants to read our most recent [Ofsted inspection report](#).

### **To Apply**

We would be delighted to consider your application. Please return your completed application form to [recruitment@orchardhousefac.co.uk](mailto:recruitment@orchardhousefac.co.uk).

Please note that we require a full application form to be completed, even if you have already sent us your CV and a covering letter. All information provided on your application form and at interview will be closely checked and the successful applicant will require an enhanced DBS check.

### **Key Dates**

- Closing date for applications Thursday 16<sup>th</sup> May, 10:00
- Candidates to be informed of shortlisting decision Thursday 16<sup>th</sup> May, 17:00
- Interviews Tuesday 21<sup>st</sup> May

Shortlisting will take place immediately after the closing time for applications, with all candidates informed of the outcome by the end of Thursday 16<sup>th</sup> May. All interviews will take place Tuesday 21<sup>st</sup> May at our offices in Taunton, Somerset.

### **Informal Discussion**

Interested applicants are encouraged to contact Sharon Grindle (Team Leader) for an informal discussion about the role – 01823 351785.

Best wishes, and good luck in your application,

**Bryony Forgan**  
**HR and Project Manager**

# REASONS TO WORK FOR US



## A small organisation making a big difference

- Small enough to have a close knit, family feel
- Large enough to offer great opportunities in a supportive setting



## Clear vision and purpose

- Our purpose of ensuring the safety and wellbeing of children is the central focus of our work
- We are committed to ensuring the best possible outcomes for children



## Supportive, experienced and visible team

- Well-established and experienced leaders that truly understand, listen and care
- A dedicated multi-disciplinary team
- Supportive & friendly family support team



## Thorough & supportive induction

- A thorough 2 week induction
- Invaluable knowledge and learning from Managers, Team Leaders and colleagues
- Shadow shifts



## Excellent opportunities for career progression

- Committed to helping you to develop your skills in a supportive environment
- Opportunities for career progression
- After successful probationary period, if required, we will pay for your Level 3 course fees



## Competitive rewards

- Competitive salary
- Length of service bonuses:
  - Salary increase
  - Annual leave allowance
  - Sickness pay allowance
- Refer a friend scheme



## Hands on IT Support & user friendly systems

- Committed IT support and training



## Great working environment

- Home from home feel in beautiful and nurturing setting
- On hand Estates Manager



## Well looked after

- Birthday voucher scheme
- Eye care / Flu Vouchers
- Annual party for all staff - all expenses paid for!



## Deputy Team Leader – Job Description

<b>Location:</b>	Orchard House Family Assessment & Intervention Centre Taunton, Somerset
<b>Accountable to:</b>	Director of Services & Responsible Individual Registered Manager House Management Team
<b>Responsible for:</b>	Family Support Workers
<b>Salary:</b>	£24,500 - £26,500 FTE (plus On Call allowance of up to £1,100 per annum)

### About the Company

Orchard House is a well-established and **'Outstanding'** [latest Ofsted inspection] Family Assessment Centre providing evidence-based residential and community-based parenting assessments, alongside psychological and other related assessments to Family Courts and local authorities nationwide.

Orchard House highly values multidisciplinary working and believes passionately that robust and evidence-based child welfare decisions are best made within an open, critical, and reflective culture. We are committed to doing all we can to support children to remain with their parents wherever possible.

Many of the parents who we assess and support at Orchard House have experienced multiple adverse experiences as children and adults themselves. We are committed, wherever possible, to providing children, parents, and families with the necessary support and intervention to rectify, address, or ameliorate the difficulties they experience.

Further information about the company can be found on our website: [www.orchardhousefac.co.uk](http://www.orchardhousefac.co.uk)

### Job Summary

We are looking to recruit a Deputy Team Leader to work full time (at least 28-hours a week) to assist in the management, operation, and smooth running of the service, alongside the House Management Team.

Deputy Team Leaders make a significant contribution to the leadership of the Family Support Worker (FSW) Team to ensure that families receive a professional, effective service whilst at Orchard House. FSWs are vital to the work and goals of Orchard House as they are primarily responsible for supporting the families that we work with and recording objective observations. Deputy Team Leaders contribute to the induction, supervision, appraisal, ongoing training, and support of the FSW Team, in addition to regularly working shifts supporting and assessing families, alongside the FSWs.

The successful candidate will be joining an experienced House Management Team who bring a variety of different skills to our work. They will liaise with the multi-disciplinary Assessment Team and help to ensure that the families have full access to all assessment and intervention services necessary.

The post-holder will have shared responsibility, alongside the wider multidisciplinary team, for safeguarding the children and families we work with. They will provide a professional and compassionate service to the families we serve. The Deputy Team Leader will manage the house under the guidance of the Team Leader and ensure that high standards are maintained for the families throughout their stay and that the safety of the environment is maintained.

The Deputy Team Leader will be supported to carry out all tasks to the highest standards in accordance with The Children Act 1989 and 2004, The Residential Family Centres Regulations 2002, The National Minimum Standards for Residential Family Centres, and the Policies and Procedures in place at Orchard House.

**The overarching responsibilities of the Deputy Team Leader include: to support the Team Leaders in providing leadership to the Family Support Team, managing, and administering the houses, and effectively linking the Assessment and FSW Teams to ensure families receive a high-quality service.**

**Duties include, but are not limited to:**

- Working as part of the House Management Team under the guidance of the Registered Manager and the Responsible Individual, to ensure the safety of children and parents at Orchard House. Each child's welfare is paramount.
- Work on shift supporting and assessing families; shifts are worked regularly as part of the permanent rota, as well as providing ad hoc support where the rota requires it. For external candidates please also see the FSW job description to see the duties involved in this aspect of the role.
- Having a full understanding of the procedures of Orchard House and being competent in conducting all professional activities according to the procedures. This includes ensuring key issues such as fire logs, medication records, and first aid boxes are up to date, fit for purpose, and recorded appropriately.
- Ensuring feedback from families is regularly sought, recorded, and responded to. Ensure that any issues or patterns are raised with the Team Leader in a timely manner.
- Taking a lead on the day-to-day running and administration of the houses. This may include, for example, weekly planners, shopping lists, and laundry cupboards.
- Undertaking supervisory responsibilities for allocated FSWs, and assisting in the induction, training, and ongoing support of FSWs. Helping to ensure that the Family Support Team work in accordance with the policies, practices, and procedures of Orchard House.
- Contributing towards staff reviews and appraisals. Ensuring that any issues or concerns are appropriately flagged to the Team Leader and HR Manager.
- Attending meetings such meetings as agreed by the Line Manager, these may include House Management Meetings, Assessment Team Meetings, and case mapping where possible.
- Ensuring the effective operation of the service in the houses at all times. This responsibility includes providing additional staff cover when essential for the safe running of the service and contributing towards the on-call team as Orchard House operates a 24-hour 365-day service.
- Participating as a member of the House Management Team to ensure high standards of service delivery, effective communication, continuity of practice, and practical peer support / feedback.
- Encouraging and facilitating Family Support Workers to attend mandatory training and contributing towards training colleagues in line with your role and experience.
- Provide shadow shifts for new FSW's and role model behaviours and expectations.
- Deputise for the Team Leader, when necessary, e.g. at Placement Planning Meetings.
- Ensuring high standards of accommodation and the safety of the environment are maintained at all times and liaising with the Team Leaders and Estates Manager as required.

**Supervision & Continuing Professional Development**

- The successful candidate will be line managed and supervised by a Team Leader. They will be encouraged to actively participate in regular supervision / appraisal, and to identify and pursue CPD activities considered appropriate to support them in their role as agreed with their manager.
- Deputy Team Leaders will be invited to attend relevant 'Team Teach' training sessions alongside the multi-disciplinary Assessment Team, as well as the annual Assessment Team Development Day.

### **Working hours**

- The Deputy Team Leader needs to work flexibly in response to service need, to provide direct family support as required. Flexibility is a key aspect of the Deputy Team Leader role.
- The post holder will ideally be full time or contracted for a minimum of 28-hours each week.
- The Deputy Team Leader will be expected to work alternate weekends. Of these working weekends, one weekend will be on the rota, and one will be 'off shift' supporting the general weekend operation.
- The Deputy Team Leader will have one 'off-shift' day per week. The remaining hours will be on the rota.
- On call responsibilities throughout the week and their 'off-shift' working weekend, on a scheduled rota basis, as part of the 'first on call' team.

### **General information**

#### **Confidentiality**

Your attention is drawn to the confidential nature of this post. Disclosures of confidential information or disclosures of any data of a personal nature can result in prosecution for an offence under the General Data Protection Regulation or an action for civil damages under the same act in addition to any disciplinary action taken by Orchard House Family Assessment Centre's which might include dismissal.

Staff at Orchard House must be aware that CCTV operates in all areas of Orchard House. CCTV provides non-invasive video recording and allows family life to continue without the constant presence of a staff member. CCTV footage may also be used by the court as evidence. CCTV footage will not be used for the surveillance or monitoring of staff at Orchard House unless a safeguarding concern or a disciplinary or grievance issue has been raised. In this case CCTV footage may be used as an investigatory tool within the disciplinary or grievance procedure.

It is the responsibility of each member of staff to be aware of and to comply with the Staff Code of Confidentiality, which highlights your responsibilities in respect of family confidentiality.

#### **Disclosure and Barring Service (DBS)**

This post requires the post holder to be subject to an enhanced DBS check.

#### **Health and safety**

Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act 1974 and must follow these in full at all times in order to ensure that the agreed procedures are carried out to maintain a safe environment for parents, children, visitors, and staff.

#### **Personal safety**

All members of staff are required to take responsibility for their personal safety and have knowledge of the lone working policy.

#### **Equal opportunities**

Orchard House Family Assessment Centre is an equal opportunities employer. We are committed to ensuring that no job applicant or employee is discriminated against either directly or indirectly on the grounds of any protected characteristic.

**Please also refer to the person specification provided separately.**

**Date of job description:** April 2024

Deputy Team Leader – Person Specification		
Criteria Required	Essential	Desirable
<p><b>Qualifications and Professional Requirements</b></p> <p>Level 3 Diploma in Children and Young People’s Workforce Diploma <b>or equivalent</b> (or be willing to work towards this on appointment). <i>Please note that there are a number of equivalent qualifications and we can discuss this with you.</i></p> <p>Appropriate Management Qualification (or be willing to work towards this on appointment)</p> <p>Willingness to complete Emergency First Aid &amp; Paediatric First Aid qualifications</p>	X   X	   X
<p><b>Experience of</b></p> <p>Significant direct work with children and families with a variety of presentations, including mental health difficulties, learning difficulties, drug / alcohol addictions</p> <p>Supervising / line managing staff</p> <p>Observing and recording family interactions</p> <p>Contributing to multi-disciplinary meetings</p> <p>Providing training and inducting new staff</p> <p>Motivating and leading a team</p>	X	   X X X X X
<p><b>Knowledge and Skills</b></p> <p>Understanding of child development, particularly from birth to five years</p> <p>Knowledge of relevant child protection legislation and other guidelines</p> <p>Familiarity with attachment theory and how this can be applied in practice</p> <p>A high level of competence in the completion of accurate written records</p> <p>Good IT Skills, including Microsoft Office</p> <p>Excellent time management skills</p> <p>Working knowledge of CCTV (once specific training has been provided)</p> <p>A working understanding of the Department of Health Framework for the Assessment of Children and Families</p>	X X  X X X	   X   X X
<p><b>Personal</b></p> <p>Committed to the protection and safeguarding of children and young people</p> <p>Ability to engage and work effectively with children and families to achieve positive outcomes</p> <p>Ability to adapt and work flexibly to meet service demands and ensure safeguarding</p> <p>Ability to work effectively and positively as part of a team</p> <p>Ability to make clear judgements and decisions</p> <p>Motivation and ability to work using own initiative</p> <p>Commitment to supervision, own professional development, and training</p> <p>Set a sound example and role model best practice for the Family Support Team</p>	X X X X X X X X	
<p><b>Communication</b></p> <p>Professional, sensitive, and compassionate communication style</p> <p>Ability to communicate effectively and calmly with children and parents, colleagues, and external professionals</p> <p>Ability to provide difficult, as well as positive, feedback to both families and staff in a sensitive and constructive manner</p>	X X X	
<p><b>Requirements due to working environment</b></p> <p>Ability to work additional hours at short notice [hours taken back at an agreed time]</p> <p>Access to own transport, business insurance, and a willingness to undertake travel and transport families outside of Taunton, where appropriate and reasonable</p> <p>Ability to provide out of hours / weekend support, as part of a rota and 24-hour on call support. On call responsibility involves being available by telephone and only rarely attending the house where required</p>	X X  X	
<p><b>Physical requirements</b></p> <p>Ability to move quickly within the house, including accessing stairs</p> <p>Ability to access the local community by foot with families</p> <p>Ability to lift and carry babies and young children</p> <p>Ability to monitor CCTV screens and make electronic written records</p>	X X X X	

## **Privacy notice for job applicants**

This privacy notice explains how Orchard House handles the personal data that you submit when applying for a job. Please take your time to read this document carefully so you understand how Orchard House uses and protects the information you provide.

### **Consent**

Providing information on your application form is voluntary. However, if you choose to decline to submit requested data, our ability to consider you as a candidate may be limited.

By submitting your application data you:

- Declare that you have read, understood and accept this Privacy Notice
- Grant your consent to the holding and processing of your data in accordance with this notice
- Declare that the information you have provided in the application is complete and true to the best of your knowledge, and you understand that should a statement made be incorrect this could lead to your application being rejected
- Authorise Orchard House to verify any statements contained in the job application and to make necessary reference checks ( please note that references will not be contacted until a job offer is made and you have given consent for us to contact them).

### **Data we collect and process**

This Privacy Notice covers any candidate data that you submit to Orchard House for the recruitment process. This may include but is not limited to:

- Your name and contact details
- Information included in your application such as present and past employment history, skills, qualifications, certificates, experience, knowledge and hobbies
- Type of employment sought and shift preferences
- Name and contact details of references. Please note that it is your responsibility to obtain consent from your references prior to providing us with personal information about them
- Current salary
- Criminal convictions/cautions
- Health information
- Identification documents

Orchard House will also collect data directly from third parties, for example when doing background checks and employment references. This is subject to your consent where required by law.



### **How your data will be used and for what purpose**

The personal data you provide on your application and as part of the recruitment process will only be held and processed as part of the selection process and if there is any subsequent employment. This data may be used to assess your application for employment, to verify the information given, to carry out reference checks and to communicate with you.

Your application form will be held securely and will only be seen by those involved in the recruitment of the post you have applied for.

Should Orchard House offer you employment and as a result you accept, the data that we have collected will become part of your personnel record and will be used for employment purposes.

In order for Orchard House to consider your application, selected employees of Orchard House, such as the HR Advisor, potential line managers and members of our management team will support us with the recruitment process. We will also use outside agencies such as the DBS service and HCPC to assess suitability and they will have access to your personal data. Except as set out in this notice or as required by law, your personal data will not be supplied to any third party without your explicit consent.

### **Retention of data**

Any personal data given as part of the application process will not be kept for longer than is necessary during the recruitment process. Therefore, unsuccessful application data will be securely deleted/shredded after a period of 6 months. If we would like to keep your application on record for longer in case of another suitable position, we will ask for your consent to do so.

If your application has been successful and you are offered employment with Orchard House, the data given in the application may be used in connection with your employment consistent with our data protection policy.

### **Contact us**

If you have questions regarding this privacy notice, please do not hesitate to contact us:

HR Department - Orchard House  
The Lodge  
60, Staplegrove Road  
Taunton  
TA1 1DH

Tel: 01823 351 785

For further information on data protection, please visit the Information Commissioners Office website at [www.ico.org.uk](http://www.ico.org.uk)

You have the right to withdraw your consent at any stage and request that your personal data is erased during the recruitment process. You also have the right to request access to the personal information that Orchard House holds about you. If you wish to do so, please contact the HR Department on the number above.