

Frequently Asked Questions Residential Deputy Manager, Yvonne House (March/April 2024)

1.	Young Futures	We're a private limited company with the governance of a not-for-profit organisation, underpinned by a strong social mission and purpose.
2.	Working Hours	<p>The Residential Team at Yvonne House work a shift pattern. Practitioners either work early shifts (8am – 4pm), late shifts (2pm to 8.30pm), doubles (8am to 8.30pm), or nights (8pm to 8.30am). Both day-time and night-time Practitioners are expected to deliver planned support sessions.</p> <p>The Residents'/House Meetings are held on Wednesdays from 6pm. Team Meetings once pcm on Thursdays or Fridays. Group Reflective Thinking Meeting once pcm on Fridays. Team Training once pcm on Fridays.</p> <p>The Community Team work flexibly between 9am and 7.30pm. Team Meetings twice pcm on Fridays. Group Reflective Thinking Meeting once pcm on Fridays. Team Training once pcm on Fridays.</p>
4.	Line Management	<p>With 11 Practitioners we are three short of a full complement. The team is diverse, high performing, and motivated. Kindness is their strength.</p> <p>You will line manage up to four Practitioners, providing 1:1 monthly supervisions to support their practice and quality assure their work.</p> <p>Our Appraisal Scheme is just getting off the ground and your role will support its implementation.</p>
5.	Supervision	<p>Monthly 1:1 with Registered Manager.</p> <p>Fortnightly Group Reflective Thinking with a Clinical Psychologist.</p>
6.	Start Date & Induction	<p>We'd like to appoint as soon as possible and begin induction in April 2024.</p> <p>Induction will include shadowing, online learning, self-study and attending several 1 or 2-day courses. The probationary period is 6 months.</p> <p>Thorough knowledge of our core Policies and Procedures, Ofsted's Quality Standards, our Statement of Purpose, and our Young People's Guide are all critical for this position.</p>
7.	Ofsted Registration	Our Ofsted application for registration Yvonne House as a Children's Home is under consideration. We anticipate that Ofsted will visit and interview key people from May 2024.

		<p>All Policies and Procedures are up-to-date and have been reviewed or completed (benchmarked, redrafted, including consultations with Practitioners).</p> <p>Reporting and action planning is generally good but require constant support and QA. Gaps remain in systems, and processes can be further improved and better embedded.</p> <p>Main priority for April/May is to introduce a CRM for creating, storing, and reporting essential records.</p> <p>An understanding of the role of Ofsted and how the inspection process works including an ability to summarise the Quality Standards and what the gradings mean.</p>
8.	<p>Relationships with LAs: Commissioners, Placement Teams and Social Workers</p>	<p>We have good working relationships with several London local authorities.</p> <p>We have always scored outstandingly in LA service reviews, but these are often light-touch and less challenging than Ofsted.</p> <p>Registration/Certification with Ofsted is critical and will: increase the potential for new referrals; enable us to finance new developments, service improvements and increase Practitioner salaries.</p> <p>Ability to attend and take a pro-active role in all meeting is critical ensuring actions from meetings are communicated and carried out.</p>
9.	<p>Selection Process</p>	<p>Stage One: A Teams/Zoom interview lasting approximately 40 mins. The panel with include Sarah Bashorun, Registered Manager, and Osman Jama, CEO.</p> <p>Stage Two: Yvonne House. SW8 4TE. A face-to- face interview with a case study. The panel will include the above plus 1 x Practitioner.</p> <p>If a third stage is required, it will take place on Teams/Zoom.</p>