

### **Three Steps**

Three Steps is a privately owned business providing therapeutic residential care to children, young people and vulnerable adults. Our mission is to enhance the unique potential of all those in our care. Our qualified Social Care teams deliver multidisciplinary assessment and intervention, underpinned by highly skilled and experienced Therapeutic Support Consultants. Central to the delivery of our therapeutic care are our core values – Belief, Respect, Passion, Collaboration, Perseverance, and Ownership – underpinned by our Model of Care.

Many of the young people and adults placed with Three Steps have a complex combination of emotional, behavioural, family and mental health needs. We believe that everyone has the ability to change and to flourish. Each individual in our care has strengths and skills that can be nurtured and our teams work to support these.

### **Deputy Manager**

The Deputy Manager performs two key duties, namely supporting the Manager as necessary in line with the requirements of the house, and delivering Team Leader duties with hands-on support for the team of Social Care Workers.

The successful candidate will have an excellent opportunity to gain exposure to and experience in some of the tasks associated with the management of a residential care service whilst continuing to provide one-to-one care for our service users. Key responsibilities include:

#### **Supporting the Manager**

- Deliver office-based support duties to the Manager, the extent of which will be directly determined by the occupancy and administration requirements of the service.
- Core management support duties include:
  - Draft rosters for Manager's approval and manage swaps/cover as required
  - Allocated daily/weekly/monthly checks
  - Lead relevant meetings in the absence of the Manager, following up on all actions
- Additional management support duties may be extended to include
  - Deliver supervision for assigned team members
  - Induction of new team members
  - Day-to-day planning for the service users (routines, activities etc.)
  - Oversee medication and H&S audits
  - Standard budgetary admin tasks: credit card logs, petty cash logs, etc.
  - Monitoring and ordering required supplies (stationary, medication, human care)
- Deputise for the Manager during periods of absence, e.g. annual leave, sick leave etc.
- Deliver office-based and Team Leader shift duties in a flexible manner, including working during evenings, nights and at weekends as needed
- Provide on-call support within the service, up to and including onsite support if required, both as part of the rostered on-call team or at short notice if necessary

#### **Team Leading duties:**

- Act as the shift leader, leading the team of Social Care Workers on shift, providing input on day-to-day social care activities and guidance on the delivery of best practice care
- Role model trauma-responsive Social Care practice and supporting the team with decision making and in the delivery of therapeutic care

- Deliver assigned office-based support duties to support the management of the service, which may include various admin duties, budgetary tasks, daily checks, etc.
- Provide the highest standard of trauma-responsive therapeutic care to those in our care at Three Steps
- Establish a positive relationship with all those in our care, in the house you are assigned to.
- Contribute to the promotion, creation and maintenance of a welcoming, caring, homely and therapeutic residential environment
- Engage in and role model reflective practice, participating in all reflective groups, processes and supervisions
- Participate in devising and providing a plan of stimulating activities for all those in our care.
- Liaise with our therapeutic support consultants to deliver a true multi-disciplinary approach which meets the complex needs of all those in our care
- Communicate with families, carers, other professionals and other people of significance in the lives of all those in our care
- Deliver duties such as that of Medication Officer or similar responsibilities as requested
- Take seriously any complaint, Child Protection or Safeguarding issue which is raised and observe daily practices to identify if any such issues arise. Respond appropriately, highlight with management, reflective of internal policies and complete all follow-ups as needed
- Promote the rights and responsibilities of each individual in our care
- Maintain all relevant records in a consistent and efficient manner
- Deliver all duties in accordance with National Policy Guidelines and Protocols and Regulations made by the Minister for Health under the Child Care Act 1991, other relevant legislation, and Policies and Procedures of Three Steps Residential Services
- Deliver accurate and detailed recording of any incidents in line with internal H&S policies and insurance requirements
- Contribute to the development of the role, of your house and of the overall service
- Provide rostered duties as part of the on-call team if requested
- Deliver other ad-hoc duties as assigned in line with business requirements

**Qualifications and Experience:**

- Level 7 qualification in Social Care or an appropriate equivalent
- Min. 3 years' demonstrable experience of working in a residential care environment, preferably in children's services
- Ability to motivate colleagues, acting as the go-to person to guide performance
- Excellent problem solver with good judgement and decision making skills with the ability to assess a situation and calmly make an informed decision as to the most appropriate actions
- Excellent interpersonal and communication skills with the innate ability to relate to young people and their families
- Strong organisational and admin skills
- Strong IT skills relating to standard Microsoft applications (Word, Excel, Outlook)
- Knowledge of: Children First Guidelines 1999 and Duty to Care; Child Care Act 1991; Disability Act 2005; National Standards and Guidelines in Child Care and related Policies and Procedures; Theory and Practice regarding Child Care Standards; Health and Safety Legislation; Data Protection & Freedom of Information Acts.
- Flexibility regarding working hours which will include evening, overnight and weekends
- Full clean driving licence
- Fluency in written and spoken English, and eligible to work in Ireland

**Three Steps – what we offer:**

This is a both a challenging and also an extremely rewarding environment to work in. At Three Steps, we invest a lot in our teams. You will benefit from continuous professional development, guidance and support from Management, with specialised input via consultation time with our Consultant Child and Adolescent Psychotherapists. We work with our teams to enhance your abilities, enabling all our team members to become skilled therapeutic Healthcare practitioners. We also offer competitive remuneration and benefits, and a supportive team of colleagues who enjoy their roles and who work every day to enhance the unique potential of all those in our care.

If you would like to have the opportunity to progress your career within the Three Steps community, please email your cover letter and CV to [lorrainehayes@threesteps.ie](mailto:lorrainehayes@threesteps.ie)