

BEDE'S

Job Title	Welfare Manager
------------------	------------------------

Reporting to	Centre Director
Key Purpose of the Job	To implement Bede's Welfare Policy and provide a first class Welfare and Pastoral Care Service to students appropriate to their age and background to ensure their physical and emotional well-being whilst at Bede's Summer School.
Reviewed by	Danny Kenward
Date	November 2018

Key Accountabilities	
1. Welfare & Pastoral Care Service:	To implement Bede's Welfare Policy and provide a first class Welfare and Pastoral Care Service, appropriate to the age and background of the students, in order to ensure their physical and emotional well-being and provide a safe and secure environment that fosters respect, understanding and inclusiveness in which all students can live and study happily. To refer any cases of actual or suspected physical, mental or sexual abuse to the Bede's Child Protection Officer or his/her Deputy, either directly or via the Centre Director.
2. Online Student Observations:	To take personal responsibility for overseeing and monitoring the online Student Observation log, constantly being mindful of students' attitude, conduct, behaviour and demeanour as noted by the Staff, dealing with all incidents and problems that need following up, especially those involving aggressive or threatening behaviour, and referring all serious or potentially serious problems to the Centre Director.
3. Staff Management:	To lead and manage a team of House Parents competently, confidently and professionally, monitoring their performance and providing support, guidance and training where necessary in order to build and maintain a team of capable and fully effective welfare professionals who feel empowered to undertake their duties with a genuine desire and disposition to look after the students. To contribute to the professional development of all House Parents and carry out formal staff reviews and appraisals. To participate in any staff discipline processes.
4. Boarding House Quality Control:	To make sure that each Boarding House is managed by the House Parents competently and diligently, visiting each House regularly, observing House meetings and roll calls, reviewing House supervision rotas, speaking with students and domestic staff, carrying out regular House checks to monitor noise levels, litter, general tidiness and damage and making sure that all necessary House systems and procedures are working optimally in order to provide a home-from-home for students in which they feel happy, safe and cared for.
5. Accommodation:	To assign students to Houses and Bedrooms considering their age, nationality and any special requests made on their behalf, following Bede's accommodation policies and protocols in order to ensure the highest student satisfaction rates possible whilst at the same time maintaining consistency and fairness to all students.
6. Medical Care & Allergies:	To ensure a first class Medical Care service is available to students by managing and overseeing the care of sick students, working collaboratively with the Nurse and diagnosing and treating simple ailments (such as coughs, colds, sore throats and upset stomachs) whenever the Nurse is not on duty. Making sure all host school catering staff and Bede's Summer School staff are aware of students' allergies.
7. Health & Safety/Risk Assessments:	To read, understand and ensure Health & Safety policies,

BEDE'S

procedures along with risk assessments relevant to the role are being adhered to, in order for students' and staff to be safe at all times.

8. **Dispensing Medication:** To dispense homely remedies to treat minor ailments in accordance with Bede's Summer School Homely Remedies Protocol and to administer any medication prescribed by a Doctor, following the instructions given by the Doctor and/or as written on the medication, always maintaining accurate and timely administration records on the Database.
9. **Student Satisfaction:** To take personal responsibility for ensuring that highest possible student satisfaction levels are achieved by reviewing students' questionnaire results on a weekly basis and creating, logging and implementing a weekly action plan that addresses negative feedback given by students in order to provide a first class programme of study, sports, social events and excursions.
10. **Group Leaders:** To be responsible for attending foreign Group Leaders, undertaking a short induction/briefing on arrival, holding regular update meetings, resolving any problems that may occur and assisting them with anything they need in order to maintain high satisfaction levels and provide an excellent liaison service between Bede's and the Group Leader/Agency.
11. **Night Emergencies:** To deal with any emergency situation arising during the night that may compromise the security and/or safety of the students and staff, following Bede's escalation and critical incident policies.

Measures

1. Bede's Welfare Policy is fully implemented from day 1 of course. Every student feels safe, secure and cared for. No student feels intimidated by other students and any form of bullying is dealt with and eradicated immediately. Abuse or suspected abuse is escalated to the Centre Director or Child Protection Officer immediately. Students are happy and feel inspired and motivated to learn. They are fully engaged and take part in all aspects of the academic and social programme. All staff are aware of their responsibilities in respect of ensuring students' safety and well-being.
2. The Online Student Observations Log is monitored daily and any indication that a student is, or is at risk of, being in distress is followed up immediately according to Bede's escalation procedures.
3. House Parents are positive and work together collaboratively to deliver a first class Welfare & Pastoral Care Service for students. House Parents are managed competently and confidently and are led by example. Staff who "go the extra mile" to ensure students' well-being are recognised; under-performing staff are supported and managed. Reviews and appraisals are carried out on time and are 100% accurate according to Staff Members' strengths, weaknesses, conduct and attitude. Training is given when required.
4. All communal areas and students' and staff bedrooms are clean, tidy and presentable at all times. Students adhere to all House rules and policies, including bed times. Students' behaviour in the Boarding House is monitored and managed properly - all concerns are followed up as appropriate. Health & Safety checks are conducted regularly (hazards, damage to furniture, fire equipment) and all action points are followed up. Noise, litter and damage are minimal. Domestic services are undertaken as required. Students feel safe and happy in their accommodation. Staff presence in every Boarding House is strong and plentiful and covers all periods when students may be in House. Good relations are established and maintained with the Host School's domestic/residential staff.
5. Bedrooms are assigned to students according to Bede's Accommodation Policy. Every reasonable special request is met where it is possible to do so. Students are happy in their accommodation. Requests to change bedrooms are managed properly and the process is fair and transparent. To satisfy one student, a room change will never compromise the happiness of another student. Parents and Agent requests are dealt with professionally.
6. Sick students are taken seriously at all times, even if their symptoms are indicative of only a

very minor ailment. Students feel cared for and listened to. Sick students in bed are given food and drink as appropriate and are checked on regularly or accompanied, depending on the seriousness of their condition. Any deterioration in a student's condition is dealt with immediately. Database records are constantly updated. A collaborative approach is adopted between the Welfare Manager, Nurse and House Parents to ensure a first class medical care service is maintained.

7. Risk Assessments and Health & Safety policies and procedures are read and are fully understood. If no Risk Assessment is available, the Activities Manager is informed immediately and the relevant Risk Assessment is written.
8. Simple ailments are diagnosed and treated according to the relevant Protocol and accurate record keeping maintained.
9. Arrival questionnaires are completed by every new arrival by 6pm on Thursday of the first week. Departure questionnaires are completed by every student before departure. Every single student completes his/her questionnaires. Results are reviewed and acted upon. An action plan is produced to address recurring negative feedback and implemented immediately. Very unhappy and/or dissatisfied students are managed and changes are implemented immediately in order to improve their personal satisfaction levels and overall experience of Bede's.
10. Happy Group Leaders who feel integrated and part of the fabric of Bede's Summer School. They are kept up to date with the daily programme and with any issues or problems relating to their students. They feel supported and they never like a spare-part or a burden. Groups receive the programme agreed with Head Office, including any special arrangements such a different or additional excursions.
11. Budget is spent wisely to provide the highest quality Welfare and Pastoral Care Service possible. All spend is accounted for by way of receipts.
12. Any emergency event, incident or situation at night that may compromise the safety of students or staff is dealt with and managed immediately. Absent or missing students are located quickly. Escalation policies are adhered to at all times.

Key Dimensions Impacted by the Job

1. Up to 270 students per week, depending on the centre.
2. Students aged from 6 to 20yrs, depending on the course.
3. Up to 55 staff employed in any one week.
4. A team of up to 12 House Parents, depending on the course.
5. Usually 2 x House Parents assigned to each Boarding House, working on a rota basis of early and late shifts.
6. Minimum staff-student ratio in accommodation at night 1:20.
7. Average Boarding House size of 50-60 beds.

Key Skills and Experience

1. Applicants with any medical training or professional qualification in child care, social work, education, counselling or psychotherapy are particularly welcomed.
2. First aiders are particularly welcomed.
3. Minimum 2 years' experience of working with children in a professional context.
4. Experience of managing staff is preferred.
5. Experience of working in a residential context is preferred.
6. Experience dealing with international students is preferred.
7. The ability to work efficiently and effectively in a fast-paced, highly changeable, highly pressured and often challenging environment is essential.
8. A strong awareness of Health & Safety (specifically as it relates to residential accommodation) is essential.
9. Strong and demonstrable organisation skills.

10. Ability and disposition to solve minor issues and problems with/between staff and students is required.

Key Interfaces

1. Centre Director
2. Administrator
3. House Parents
4. Activities Manager
5. Academic Manager
6. EFL Teachers
7. Activities Leaders
8. Students
9. Host School Staff (particularly domestic staff)
10. Head Office Assistant Principal

Operating Environment and Context of the Role

Bede's Summer School, which attracts students from 50+ countries from the ages of between 6 to 20 years, is a highly successful enterprise and renowned part of the overall Bede's offering. All staff are challenged, both individually and collectively, to share the Summer School's ethos and actively contribute towards the Summer School achieving its objectives.

The safety and emotional well-being of students is paramount to the success of the Summer School experience and is a key contributor of why parents send their children, and agents send their clients, to Bede's.

The job holder must be committed to providing a first-class welfare, pastoral and medical care service that not only ensures students' physical and emotional well-being, but also enables them to feel motivated and empowered to seize every opportunity whilst at Bede's. The Welfare Manager must work collaboratively with the House Parents to create a home-from-home that fosters respect, understanding and inclusiveness within a massively culturally diverse environment.

Assuming overall responsibility for the safety and well-being of up to 270 students who are away from home and away the beady eye of their parents or guardians is a huge responsibility and the job holder will need wide-ranging skills, experience and expertise to provide a first-class welfare service for students, achieve and maintain the high standards required and uphold the good name of Bede's Summer School.

Even though Welfare Managers will not usually be medically trained, they will be diagnosing and treating common ailments with homely remedies, administering medication prescribed by a doctor and overseeing the medical care of sick students in the absence of the Nurse. All of this is a huge responsibility and requires not only expert organisation skills, much common sense, good observation skills and a sound understanding of children's needs, but also 100% dedication to the job.

The ability to think quickly, show common sense and pay attention to detail in many different and often unpredictable situations is fundamental for this role. Adaptability and flexibility are critical

BEDE'S

skills, as is a cheerful, positive and can-do attitude, which is a pre-requisite of the job.

As well as taking responsibility for the delivery of accountabilities under their direct control, all members of the Centre Management Team are expected to make a significant contribution to the overall effectiveness and running of the Summer School. The Managers' Office can get exceptionally busy with many things happening at the same time; as such, high levels of resilience are required by the jobholder, as well as the ability to prioritise work and work accurately and effectively in a fast-paced and often quite demanding office environment.

Much preparation work assigning students to bedrooms before their arrival will be undone when they actually arrive (as many of them will not be unhappy with their assigned room and/or roommate) and this can be incredibly frustrating for the Welfare Manager who must implement Bede's accommodation policies, achieve an operationally effective accommodation service and satisfy as many students as possible.

It is absolutely crucial that Welfare Managers maintain appropriate boundaries between themselves and the House Parents under his/her direct leadership and with whom they come in contact during the course of their duties. This may be particularly challenging for Welfare Managers who are close in age to the staff or who have limited experience of managing a team of residential welfare staff.

Welfare Managers are expected to lead by example and are considered ambassadors of Bede's Summer School. As such, they must contribute to upholding the good name of Bede's and at all times, whether on duty or off duty, in uniform or not, Welfare Managers must act appropriately and do nothing that may compromise or jeopardize the School's excellent reputation in the local, national and international community.

It goes without saying that Welfare Managers must also maintain appropriate boundaries between themselves and the students - they can never become students' friends.

The working day is long, intense and often quite challenging (especially on arrivals days when there is a lot happening at the same time) but it is also varied and fast-paced and of course, living and working with young people can be immensely rewarding.

Even when off duty, Welfare Managers they must be willing to "leap into action" in case of any emergency that may arise, especially during the night.

Our goal is to give students an educational, culturally-enriching, enjoyable and memorable summer experience in a safe and supervised setting. We only employ Welfare Managers who are willing to accept this responsibility and who have the necessary wide-ranging skills, experience, disposition and commitment to help us achieve our goal of being the very best Summer School.

Safeguarding

Bede's School complies fully with the DCSF Guidance '*Safeguarding Children and Safer recruitment in Education*' and is committed to safeguarding and promoting the welfare of children and young people. The jobholder is expected to share this commitment and comply with all associated internal policies and procedures.

Delegated Authority

- Diagnose common ailments and dispense homely remedies

BEDE'S

- Administer prescribed medication
- Assign students to accommodation