

Team Manager Frequently Asked Questions

Q. What is Clayfields House Secure Centre?

A. Clayfields House Secure Centre accommodates 20 young people between the ages of 10 and 18 who are sentenced, on remand or placed on welfare grounds or, who are placed under the Police and Criminal Evidence Act (PACE 1984). The current contractual division is 12 young people who are accommodated on custodial grounds and 8 young people accommodated on welfare grounds, which is Section 25 of the Children's Act 1989. Clayfields House is a multi-disciplinary team of staff which includes Education, Health, Care, Intervention and Support Services staff. The total staff team is approximately 155 staff across all departments.

Clayfields House is one of 14 Secure Children's Homes throughout England and Wales and is a member of the Secure Accommodation Network (SAN). Information can be found at:

<https://www.securechildrenshomes.org.uk/secure-accommodation-network>.

Q. I have never worked in a secure environment before, does this matter?

A. No! We can teach you everything you need to know about working in our environment. What we ask for is experience of working with young people in residential care, youth justice or an educational background. Most importantly we are looking for enthusiasm, commitment, and a passion to work with our children and young people.

Q. What is the annual salary for a Team Manager?

A. A Team Manager annual salary is between £37,938 - £42,708 per year. With the shift enhancements described below, the Team Manager salary is approximately between £42,000 and £46,000 depending on your shift pattern, which will determine what enhancements are included. This position also attracts a market factor supplement payment of £2,460pa, which is paid monthly alongside your monthly salary.

Q. Does a Team Manager get paid any shift enhancements or weekend working allowances?

A. Yes. A Team Manager gets paid an additional 0.33 an hour for every hour worked after 8pm during the week, and an additional 0.5 an hour for weekend working.

If a Bank Holiday falls on your normal working day, you will be expected to work it, but you will receive double time for the shift. If you undertake Sleep-In duties, you will get paid approx. £37/£38 for every sleep in completed in addition to your regular enhancements.

Q. What is the rota pattern like?

A. You will be expected to work one in three weekends, to manage and support your team. Other rota can be determined but it will involve some evenings to ensure there are middle managerial oversight of the service. Between the team managers, you will need to attend morning coordination meetings, which starts from 08.20 but a core element of your rota will require you to chair young people meetings, which occurs within normal office hours, which involves other internal and external partners.

Q. What training is available to Team Manager?

A. When you start work with us, you will complete an intense induction. This will involve completing online training, face to face training on a range of topics relevant to our young people and the secure estate you will also undertake Safety Intervention Training. You will also complete several shadow shifts on the house units, where you will be supported by an experience Team Manager and your line manager. There is regular training provided both by Nottinghamshire County Council and Clayfields House that you will be able to attend on a range of subjects.

Q. Is there any career progression available?

A. Yes. We have a large number of staff who have worked hard to develop their career within the Centre, and we support staff to do this.

Q. What is Safety Intervention (SI) and how often is it used?

A. SI stands for Safety Intervention. It is what we use at Clayfields House to disengage young people from poor behaviour as well as the technique used to physically restrain a young people if needed. It does not use pain and compliance and is aimed at being supportive for young people as a means of helping them to control their own behaviours / prevent harm to themselves / prevent harm to others / prevent serious property damage. How often SI is used, always depends on the young people we have in the centre at any one time. We can often go weeks / months with no need to use it. Other times we can be using it several times in one day. It is always our last resort, and there are several other strategies that we will use before we use SI. You will have a 4-day training course on Safety Intervention when you start, plus a 1-day refresher every 6 months.

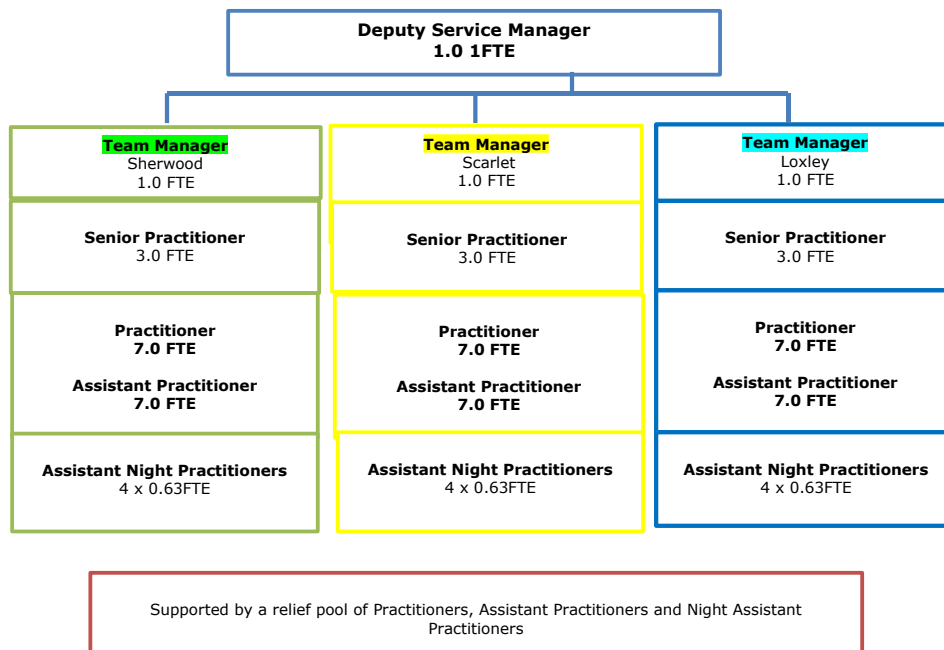
Q. What support will I get as a member of staff?

A. You will receive regular supervision from your line manager, who is the deputy service manager (CARE), as well as your role to lead and attend team meeting every 3 weeks with your team. Your line manager will lead weekly 'catch up' meetings with the three team managers. We also have an onsite Health Team who can offer you additional support, either as a team or on a 1-1 basis. Your line manager can also refer you to the Nottinghamshire County Council Counselling service if required.

Q. What does the care structure look like?

A. Below is an illustration of the care structure and where the Team Manager role sits but this is part of a wider education, health, intervention, support services structure, which are all supported by a member of the senior leadership team. A Team Manager is responsible for approximately 25 staff, including relief/ bank staff.

Care Structure



Q. The advert referred to the service behavioural values, what are they?

A. The service behavioural values are abbreviated as THINKER, so it enables you to remember it. These values were developed through the service workforce development board, which are not just word but behavioural values we expect all staff to promote within their practice and conduct generally.

- Trust
- Honesty
- Integrity
- Non-judgemental
- Kind
- Empathy
- Respect