



## Social & Welfare Manager

### *A Summer of Fun. A Lifetime of Memories*

#### The Details

- **Title:** Social & Welfare Manager
- **Reporting to:** Camp Central Manager
- **Contract:** Seasonal work in summer school holidays.
- **Hours:** For the duration of the summer season, shifts are assigned on a weekly basis, with activities running between 7.30am and 9.30pm daily, 6 days a week. Weekly hours may vary. Some overnight duties required.

#### Summary of Position

The Social & Welfare Manager is responsible for key elements of the camps social programme and for ensuring the safety and wellbeing of the children throughout their time at our residential activity camp.

Leading a team of Pastoral Activity Leaders, they will provide 24-hour supervision and support for students, and deliver a vibrant, high quality and smoothly run programme of activities.

As a key point of contact for welfare or behaviour issues, work with the team, the Camp Central Manager and Head Office, to ensure issues are addressed immediately and resolved as positively as possible.

It is crucial that a Social & Welfare Managers is present during all aspects of the daily routine to support and direct staff and to build a relationship with children.

This is not an office-based role and a high level of communication, delegation, and organisational skills are essential, as is experience working with and supporting children.

#### Duties and Responsibilities

With full training provided, duties will include:

##### **Oversee Daily Activities & Routines:**

- Manage a team of Pastoral Activity Leaders
- Attend daily meetings with Camp Central Manager
- Maintain incident & Accident logs
- Support, supervise and account for all children during daily and nightly routines, with duties including, but not limited to:
  - Oversee wake up and programme/activity preparation.
  - Supervise breaks and mealtimes.
  - Oversee social and phone time within boarding houses.
  - Oversee an engaging offering of evening activities
  - Assist with bedtimes and lights out.

##### **Overnight Duties & Pastoral Care:**

- Some overnight duties required
- Assist at any time, whether on duty or not, with an emergency, including assisting and supporting any child's pastoral needs where required (e.g. illness, homesickness, distress)
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### **Wellbeing & Welfare**

- Lead daily pastoral meetings with the whole team.
- Take overall responsibility for welfare & wellbeing for all children: encourage positive social interactions between children, be available and approachable to all children, addressing children
- Ensure all policies and procedures on camp are adhered to by yourself, staff, and the children in your care, including all health and safety, and safeguarding procedures. With support of the Camp Central Manager, this may include implementing new procedures to ensure camp runs smoothly and remains a safe environment for all.
- Where required, accompany children off site, e.g. for medical care.
- Be responsible for attending to unwell children; planning with doctors/111 when necessary.
- Continuously promote the welfare of the children in your care and ensure the provision of children is always of a high quality to meet the needs of individual children from differing backgrounds and stages of development
- Be available and approachable to all children, addressing child behavioural issues in a professional, empathetic, and positive manner.
- Attend to issues arising for children, including, but not limited to, illness, hygiene, homesickness, friendships/social, management of belongings, phone use, etc.
- With fully funded training provided, act as a key first aider on camp.

### **Arrival & Departures:**

- Take a lead role along with the Camp Central Manager in managing arrival and departure days.
- Ensure houses are prepared and well-presented.
- Welcome children and parents arriving at camp.
- Prepare children for departure re. packing logistics.

### **General Duties**

- Directly manage a team of staff selected for you to ensure they deliver both the quality of care and the standard of activities expected at Ultimate Residential Camps.
- Act as the point of contact for parents on camp, in person and on the phone, including feeding back any issues that arise throughout the day.
- Inspire your staff to deliver quality activities by leading by example with energy and enthusiasm.
- Live up to the promise of '*A Summer of Fun. A Lifetime of Memories*' and behave in a manner that reflects the expectations of the company throughout your employment.
- Show high levels of energy, enthusiasm, and professionalism, acting as a suitable role model for the children and staff on camp.

### **Essential Requirements**

- Qualified or working towards a qualification in childcare, teaching or coaching, or with significant experience of working with children, ideally in a residential setting.
- Experienced in providing pastoral support and caring for children from a variety of backgrounds in a confident and supportive manner.
- A natural leader with management experience, ideally within holiday/residential camps and childcare.
- Be committed to safeguarding and welfare of students in your care.

- Good decision maker, able to quickly assess and make informed judgements.
- Pro-active and conscientious, able to adapt to situations when required.
- Be enthusiastic, energetic and passionate about developing children through pastoral care and activity.
- A flexible team player, able to adapt to dynamic situations and challenges on camp.
- Excellent communicator, with strong face-to-face customer service skills. Candidates must be confident in their ability to talk to parents and host school staff.

## Desirable Requirements

- Experience in Residential, Boarding, or Education Sector
- Hold a Paediatric First Aid (12 hour or 6 hour) qualification.
- Hold a Level 2 qualification in safeguarding.
- Experience as a designated Safeguarding Officer (DSO)
- Previously trained in mental health awareness and/or first aid

## Benefits

- Paid pre-camp training programme to prepare you to be an Ultimate staff member.
- Competitive pay and opportunities for progression
- Subsidised First Aid qualifications and CPD opportunities.
- Each day is filled with rewarding work in an enthusiastic environment.
- Refer a Friend scheme.
- All meals and accommodation included.

Successful candidates will need to be available for 5 paid training days in the lead up to camp. Details can be found here: [www.ultimateactivity.co.uk/training-and-assessment-days](http://www.ultimateactivity.co.uk/training-and-assessment-days)

The Ultimate Activity Company is committed to safeguarding and ensuring the welfare of children, young people and vulnerable adults and expects all employees and volunteers to share this commitment. All appointments are subject relevant check in line with Safer Recruitment guidelines, including, but not limited to, DBS Disclosure checks, identity checks, internet search, employment history and reference checks, and international criminal record checks where required.