

JOB DESCRIPTION

JOB TITLE: Houseparent

JOB ID:

Old Job Number: T3095

REPORTS TO: Administrator

DATE REVISED: 2026-01-10

MINISTRY/DEPARTMENT: Ministry of Home Affairs/Juvenile Justice Department

Job Summary:

The Houseparent is central to the daily operations of the Juvenile Holding Centre, providing consistent care, supervision, and empathetic support to young people in residence. This role is committed to creating and sustaining a safe, nurturing, and structured environment that prioritises well-being, personal growth, and positive development for every juvenile. As a positive mentor and role model, the Houseparent actively nurtures resilience, self-discipline, empathy, and respect. By fostering trusting relationships and a sense of belonging, the Houseparent empowers juveniles to develop the skills and confidence required for successful reintegration into their families and the wider community.

Key Responsibilities:

- Supervise and monitor the well-being, safety, behaviour, and conduct of all juveniles in the facility at all times, responding promptly and appropriately to emerging needs or concerns.
- Foster and maintain a homely, supportive atmosphere in which juveniles feel valued, respected, and secure, establishing clear boundaries and maintaining consistent expectations.
- Build and sustain positive, trusting relationships with juveniles, providing guidance, encouragement, and consistent support to promote a sense of belonging and emotional security.
- Manage incidents and challenging behaviour with composure, empathy, and a solution-focused approach, prioritising de-escalation, restorative practices, and opportunities for learning and personal growth.
- Motivate and supervise juveniles in completing daily living tasks, including cleaning, laundry, and maintaining personal space, to nurture independence, responsibility, and healthy routines.
- Work collaboratively and communicate effectively with educational, medical, social work, and other professionals to ensure each juvenile receives holistic, individualised, and continuous support.
- Closely monitor, record, and report on juveniles' welfare, progress, and any safeguarding or well-being concerns, taking prompt action as required in accordance with safeguarding policies.
- Promote and actively teach essential life skills, such as personal hygiene, self-care, establishing healthy routines, and positive social interactions, to support successful reintegration and lifelong well-being.
- Coordinate and document the receipt and distribution of dormitory supplies, ensuring accurate records and fair, transparent allocation to all residents.
- Conduct regular checks, including at night, to account for all juveniles, ensuring their ongoing safety, security, and well-being.
- Maintain comprehensive, timely, and confidential records on juveniles, incidents, and all relevant occurrences in the Houseparent diary or Occurrence Book, ensuring transparency and upholding data protection standards.
- Support and supervise evening study periods, encouraging participation, assisting with homework, and fostering a positive, growth-oriented attitude towards learning and achievement.

- Provide attentive care to unwell juveniles, liaising promptly and appropriately with medical staff, social workers, and rehabilitation teachers to safeguard health and well-being at all times.
- Accompany juveniles to medical appointments or hospital visits when necessary, and provide supervision on all external outings and activities, ensuring appropriate behaviour and safety protocols are maintained.
- Ensure juveniles receive and correctly administer prescribed medication in strict accordance with established protocols, maintaining confidentiality and accurate medical records.
- Distribute meals and other essential supplies to juveniles, encouraging shared routines, healthy eating, and promoting a positive sense of community and well-being.
- Complete and submit all required reports, records, and administrative documentation promptly, accurately, and with attention to detail.
- Undertake any other reasonable duties as assigned, always prioritising the smooth operation of the facility and the welfare and rights of all residents.

NATURE AND SCOPE

Qualifications and Experience:

- Diploma in Social Work from a recognised institution PLUS a minimum of two years' experience working with children or young people, ideally within residential, care, or secure settings, or
- IDCE Social Work 1 and 2, plus a minimum of seven years' experience working with children or young people in a residential care or secure facility; or
- Trained Teacher's Certificate PLUS three years of experience working with children
- Demonstrable empathy, resilience, and strong communication and interpersonal skills.
- Flexibility and willingness to work shifts, including evenings, weekends, and public holidays as required.
- Sound understanding of safeguarding and child protection principles, with a demonstrated commitment to promoting the welfare and rights of young people.
- Good physical health, reliability, and the ability to perform duties consistently and to a high standard.
- Ability to understand, follow, and apply instructions effectively in a dynamic environment.
- Strong attention to detail and a commitment to maintaining the highest standards of cleanliness, order, and safety.

Decision Making, Problem Solving, and Impact on Results

- The role is largely routine and performed under supervision; however, the postholder is expected to exercise sound judgement and make independent decisions in exceptional or emergency situations, particularly in the absence of a supervisor. Strict adherence to established protocols and safeguarding policies is required at all times.

Resources Management

- The postholder is responsible for the appropriate use, care, and secure storage of all supplies, equipment, and resources allocated for juvenile care.

Communication:

- Regular communication with juveniles, supervisors, and colleagues, and collaborative teamwork on juvenile welfare matters are essential to maintaining effective operations, high standards of care, and the well-being of all juveniles.

Working Condition:

- The postholder is required to work 40 hours per week on a rotational shift system, including evenings, weekends, and public holidays, to meet the needs of the juveniles and the centre.