



Richmond House Social Care Services Staff Structure

Senior Management Team

1. Jumaa Al Karaki Director and Head of Service of Social Care Services

- Oversees overall operations and strategic direction
- Ensures compliance with regulations and standards
- Monitors service quality and compliance
- Conducts Health and Safety including Fire drills and Fire inspection audits and prepares reports
- Conduct Risk Assessments and Quality Management
- Designated Safeguarding Lead - DSL

2. Hala Okasheh Director and Registered Manager of Social Care Services

- Assists the Director in managing operations
- Focuses on specific areas such as quality assurance and staff development
- Manages day-to-day operations
- Coordinates between different departments
- Ensures efficient service delivery
- Supervises and assists the Registered Manager and staff
- Assist in managing complex cases and provide expert advice
- Coordinate care services for service users
- Ensure smooth communication between service providers and service users
- Provide direct care and support to users
- Conducts Health and Safety including Fire drills and Fire inspection audits and prepares reports
- Assist with daily activities and personal care
- Conduct Risk Assessments and Quality Management
- Deputy Designated Safeguarding Lead - DDSL



Care Management Team

1. Pauline Bullement Senior Health Worker

- Promote physical and mental health initiatives
- Organise activities and programmes for users
- Assist with daily activities and personal care
- Provide general administrative support
- Handle inquiries, appointments, and records management
- Support users in accessing education and employment opportunities
- Provide guidance and resources
- Deputy Designated Safeguarding Lead - DDSL

2. Max Williams Human Resources Manager (Contractor)

- Manages recruitment, training, and staff welfare
- Ensures compliance with employment laws and policies
- Manages volunteer recruitment and engagement
- Coordinates volunteer activities and training

3. Ian Marsh Training and Development Coordinator (Contractor)

- Organises training programmes for staff
- Ensures continuous professional development
- Conduct staff training management system

4. Doug Crawford Finance Manager (Contractor)

- Manages budgets, accounts, and financial planning
- Oversees funding and financial compliance
- Monthly and annual finance reports including statements and finance transactions
- Oversees HMRC and statutory requirements including HMRC, VAT, Personal Taxes and any other financial compliance

5. John Crawford House Manager (Contractor)

- Regularly clean and maintain all areas of the house



Richmond House Social Care Services

- Ensure all household appliances are in good working condition and arrange for repairs as needed.
- Manage inventory of household supplies and restock as necessary.
- Purchase necessary household items and groceries.
- Conduct regular safety checks and implement emergency procedures when the house is empty
- Lawn maintenance, perform seasonal tasks such as planting bulbs, raking leaves, and preparing the garden for winter.
- Clean and store gardening tools and equipment.

6. Lee North Consultant and Administration (Contractor)

- Maintain accurate and up-to-date records of all legal documents, including contracts, licenses, and correspondence.
- Ensure that documentation is stored securely and is accessible when required.
- Ensure that staff are aware of their legal responsibilities and the implications of non-compliance.
- Assist in the development and review of internal policies to ensure they meet legal standards and best practices.
- Provide legal input on safeguarding policies, whistleblowing policies, and other critical documents.
- Ensure that Richmond House Social Care Services complies with all relevant local, state, and legislation and regulations.
- Identify potential legal risks and provide strategies to mitigate them.
- Offer guidance on risk management practices related to resident care, staff conduct, and organizational operations.
- Maintain accurate and up-to-date records of all legal documents, including contracts, licenses, and correspondence.
- Ensure that documentation is stored securely and is accessible when required.
- Offer legal advice to the management team and board of directors on a range of issues, including employment law, health and safety, and resident rights.
- Support the administration in making informed decisions that align with legal requirements and ethical standards.



- Work closely with other departments to ensure a cohesive approach to legal and regulatory matters.
- Liaise with external legal professionals and regulatory bodies as needed.

7. ONYX LCN Web Developer and Site Maintenance (Contractor)

- Enhancements to the design and user interface to improve navigation and accessibility.
- Optimisation for mobile devices to ensure a seamless user experience across all platforms.
- Ensuring the website complies with data protection regulations, including GDPR.
- Regular security checks to protect against cyber threats and vulnerabilities.
- Implementation of necessary updates to meet any new regulatory requirements.
- Assistance with the creation and upload of new content, including text, images, and videos.
- SEO optimisation to improve search engine rankings and visibility.
- Periodic review and removal of outdated or irrelevant content.
- Ongoing support for any technical issues or questions.
- Training for our staff on how to use the website's content management system effectively.
- An overview of your website management services.
- Routine backups to prevent data loss.

8. Alternative Provision staff

Jay Al Karaki – Head of Service

- Provide strategic leadership and direction for all AP programmes.
- Ensure compliance with educational policies, regulations, and standards.
- Supervise and support AP staff, fostering a positive and productive working environment.



Richmond House Social Care Services

- Develop, implement, and evaluate the curriculum to meet the diverse needs of students.
- Ensure the curriculum is inclusive, accessible, and tailored to support individual learning pathways.
- Oversee the implementation of robust safeguarding policies and procedures to protect the welfare of all children and young people. Act as the Designated Safeguarding Lead (DSL) and ensure all staff are trained and aware of their responsibilities.
- Oversee the assessment and placement of students in appropriate AP settings.
- Implement effective support mechanisms to promote student well-being and academic success.
- Engage with parents, carers, and external agencies to support students' educational and personal development.
- Monitor and evaluate the quality of teaching and learning within AP settings.
- Implement continuous improvement strategies based on feedback and performance data.
- Ensure that all AP services are delivered in a safe and supportive environment.
- Manage the AP budget, ensuring efficient and effective use of resources.
- Identify funding opportunities and secure additional resources to enhance AP services.
- Build and maintain partnerships with local schools, educational authorities, and community organizations.
- Represent the AP service at meetings, conferences, and other professional forums.
- Prepare and present reports on the performance and impact of AP services.
- Ensure transparent and accountable record-keeping and documentation.

Hala Okasheh – Registered Manager

- Provide strong leadership to the team, fostering a positive and productive working environment. Manage staff recruitment, training, and performance to maintain high standards of care and education.



Richmond House Social Care Services

- Ensure that the provision meets all regulatory requirements and standards as set by Ofsted and other relevant bodies. Maintain up-to-date knowledge of legislation and best practices in education and childcare.
- Oversee the implementation of robust safeguarding policies and procedures to protect the welfare of all children and young people. Act as the Deputy Designated Safeguarding Lead (DDSL) and ensure all staff are trained and aware of their responsibilities.
- Monitor and evaluate the educational programmes to ensure they meet the needs of all service users. Implement strategies for continuous improvement and ensure the curriculum is delivered effectively.
- Manage the budget efficiently, ensuring funds are allocated appropriately to support the provision's objectives. Oversee financial reporting and ensure transparency in all financial matters.
- Build and maintain positive relationships with parents, carers, local authorities, and other stakeholders. Communicate effectively to keep all parties informed and engaged.
- Ensure the provision adheres to all health and safety regulations, conducting regular risk assessments and maintaining a safe environment for both staff and service users.
- Maintain accurate records of all aspects of the provision, including attendance, performance, incidents, and outcomes. Provide regular reports to relevant authorities and stakeholders as required.
- Develop and implement strategic plans to guide the provision's growth and development. Set clear goals and objectives and monitor progress towards achieving them.

P.B – Senior SEN Montor

- Provide one-on-one and group support to students, addressing their educational, emotional, and social needs.
- Assist teachers with lesson preparation, classroom management, and student engagement.
- Implement behaviour management strategies to maintain a positive and productive learning environment.



Richmond House Social Care Services

- Track and report on student progress, identifying areas where additional support is required.
- Offer guidance and support to students, helping them navigate personal challenges and develop coping strategies.
- Communicate with parents, carers, and external agencies to ensure a cohesive support network for each student.
- Follow safeguarding protocols to protect students' welfare, reporting any concerns to the designated safeguarding lead.
- Foster a supportive and encouraging atmosphere, promoting self-esteem and confidence in students.
- Assist in the development and implementation of safeguarding policies and procedures.
- Provide training and support to staff on safeguarding issues and protocols.
- Maintain accurate records of safeguarding concerns and actions taken.
- Act as a point of contact for safeguarding concerns, reporting these to the designated safeguarding lead or appropriate authorities.
- Work closely with external agencies, such as social services and the police, to ensure the safety and well-being of students.
- Conduct risk assessments and develop action plans to mitigate potential risks to students.
- Offer support and guidance to staff dealing with safeguarding issues, ensuring they have the resources they need.
- Ensure that the house complies with all relevant safeguarding legislation and guidance.
- Participate in seasonal cleaning tasks, such as window washing.
- Report any maintenance issues or supply needs.
- Document cleaning activities as required.



C.R - SEN Education Mentor

- Provide one-on-one and group support to students, addressing their educational, emotional, and social needs.
- Assist teachers with lesson preparation, classroom management, and student engagement.
- Implement behaviour management strategies to maintain a positive and productive learning environment.
- Track and report on student progress, identifying areas where additional support is required.
- Offer guidance and support to students, helping them navigate personal challenges and develop coping strategies.
- Communicate with parents, carers, and external agencies to ensure a cohesive support network for each student.
- Follow safeguarding protocols to protect students' welfare, reporting any concerns to the designated safeguarding lead.
- Foster a supportive and encouraging atmosphere, promoting self-esteem and confidence in students.
- Participate in seasonal cleaning tasks, such as window washing.
- Report any maintenance issues or supply needs.
- Document cleaning activities as required.

J.W - SEN Education Mentor

- Provide one-on-one and group support to students, addressing their educational, emotional, and social needs.
- Assist teachers with lesson preparation, classroom management, and student engagement.
- Implement behaviour management strategies to maintain a positive and productive learning environment.
- Track and report on student progress, identifying areas where additional support is required.
- Offer guidance and support to students, helping them navigate personal challenges and develop coping strategies.



- Communicate with parents, carers, and external agencies to ensure a cohesive support network for each student.
- Follow safeguarding protocols to protect students' welfare, reporting any concerns to the designated safeguarding lead.
- Foster a supportive and encouraging atmosphere, promoting self-esteem and confidence in students.
- Participate in seasonal cleaning tasks, such as window washing.
- Report any maintenance issues or supply needs.
- Document cleaning activities as required.

N.K - SEN Education Mentor

- Provide one-on-one and group support to students, addressing their educational, emotional, and social needs.
- Assist teachers with lesson preparation, classroom management, and student engagement.
- Implement behaviour management strategies to maintain a positive and productive learning environment.
- Track and report on student progress, identifying areas where additional support is required.
- Offer guidance and support to students, helping them navigate personal challenges and develop coping strategies.
- Communicate with parents, carers, and external agencies to ensure a cohesive support network for each student.
- Follow safeguarding protocols to protect students' welfare, reporting any concerns to the designated safeguarding lead.
- Foster a supportive and encouraging atmosphere, promoting self-esteem and confidence in students.
- Participate in seasonal cleaning tasks, such as window washing.
- Report any maintenance issues or supply needs.
- Document cleaning activities as required.



R.S - SEN Education Mentor

- Provide one-on-one and group support to students, addressing their educational, emotional, and social needs.
- Assist teachers with lesson preparation, classroom management, and student engagement.
- Implement behaviour management strategies to maintain a positive and productive learning environment.
- Track and report on student progress, identifying areas where additional support is required.
- Offer guidance and support to students, helping them navigate personal challenges and develop coping strategies.
- Communicate with parents, carers, and external agencies to ensure a cohesive support network for each student.
- Follow safeguarding protocols to protect students' welfare, reporting any concerns to the designated safeguarding lead.
- Foster a supportive and encouraging atmosphere, promoting self-esteem and confidence in students.
- Sweep, mop, and vacuum floors.
- Dust and wipe down surfaces, including desks and counters.
- Clean and disinfect toilets, sinks, and mirrors.
- Restock supplies such as soap, toilet paper, and paper towels.
- Disinfect high-touch areas such as doorknobs, light switches, and handrails.
- Use appropriate cleaning agents to ensure a hygienic environment.
- Assist with deep cleaning during school breaks.
- Participate in seasonal cleaning tasks, such as window washing.
- Report any maintenance issues or supply needs.
- Document cleaning activities as required.
- Participate in seasonal cleaning tasks, such as window washing.
- Report any maintenance issues or supply needs.
- Document cleaning activities as required.



9. Short Break and Group Activities staff

Jay Al Karaki – Head of Service

Safeguarding Leadership and Advocacy

- Lead on all safeguarding and child protection matters within the Short Breaks service.
- Advocate for the safety and well-being of children and young people with disabilities and additional needs, ensuring their voices are heard and their rights protected.

Policy and Procedure Implementation

- Develop, implement, and regularly review safeguarding policies and procedures tailored to the needs of children and young people with disabilities and additional needs.
- Ensure compliance with local and national safeguarding legislation and guidelines.

Training and Awareness

- Provide training and support to staff, volunteers, and carers on safeguarding issues specific to children and young people with disabilities and additional needs.
- Promote awareness and understanding of safeguarding policies, procedures, and best practices across the organization.

Risk Assessment and Management

- Conduct regular risk assessments to identify potential safeguarding issues and implement strategies to mitigate these risks.
- Ensure that individual care plans include comprehensive safeguarding measures.



Reporting and Response

- Act as the primary point of contact for safeguarding concerns, ensuring timely and appropriate responses to all allegations or incidents.
- Coordinate with external agencies, such as social services, health care providers, and law enforcement, to ensure thorough investigation and resolution of safeguarding issues.

Record Keeping and Confidentiality

- Maintain accurate, confidential records of all safeguarding concerns, actions taken, and outcomes achieved.
- Ensure that information is shared appropriately and securely with relevant parties, in line with data protection legislation.

Monitoring and Evaluation

- Regularly monitor and evaluate the effectiveness of safeguarding practices and procedures.
- Prepare and present reports on safeguarding activities, incidents, and outcomes to senior management and governing bodies.

Support and Well-being

- Provide support to children and young people with disabilities and additional needs who are affected by safeguarding issues, ensuring their emotional and physical well-being.
- Facilitate access to appropriate support services, such as counselling and advocacy.

Hala Okasheh – Registered Manager

- **Ensuring Safeguarding Compliance:** Overseeing and ensuring that safeguarding policies and procedures are effectively implemented and adhered to within the Short Breaks service.



- **Monitoring and Reporting:** Keeping a vigilant eye on all aspects of child safety and welfare, including monitoring any concerns or incidents related to safeguarding. This involves maintaining accurate records and making timely reports to relevant authorities when necessary.

Staff Training and Support

- Providing guidance and training for staff on safeguarding matters to ensure they are well-informed and capable of handling safeguarding issues appropriately.

Reviewing Safeguarding Practices

- Regularly reviewing and updating safeguarding policies and procedures to reflect current best practices and legislative changes, ensuring the ongoing protection of the children and young people in our care.

Liaising with External Agencies

- Working closely with other professionals and agencies involved in safeguarding, including social services and the police, to ensure a coordinated approach to protecting children and young people.

Supporting Children and Families:

- Offering support and advice to children and their families on safeguarding issues and acting as a point of contact for any concerns they may raise.

Promoting a Safe Environment

- Ensuring that the environment in which the Short Breaks are provided is safe, secure, and conducive to the well-being of all service users.
- Conduct regular fire drills and ensure that all fire safety procedures are followed within the setting.
- Maintain up-to-date knowledge of fire safety regulations and emergency procedures.



P.B – Senior Health Support Worker

Provision of Support

- Deliver high-quality, personalised care and support to children and young people during their short breaks. Ensure their individual needs are met with respect and compassion, fostering a safe and supportive environment.

Safeguarding Responsibilities

- Act as the first point of contact for any safeguarding concerns. Ensure that all issues are reported in accordance with the safeguarding policies and procedures. Work closely with other safeguarding leads to address and resolve any concerns that arise.

Communication with Families

- Maintain regular communication with families to provide updates on their child's wellbeing and progress. Address any concerns or feedback promptly and effectively.

Record-Keeping

- Maintain accurate and confidential records of all interactions, incidents, and support provided.
- Ensure that these records are kept up-to-date and in compliance with data protection regulations.

Training and Development

- Stay informed about best practices and changes in legislation related to disability and additional needs. Participate in relevant training and professional development to enhance your skills and knowledge. Conduct regular fire drills and ensure that all fire safety procedures are followed within the setting.
- Maintain up-to-date knowledge of fire safety regulations and emergency procedures.



Collaboration with Multi-Disciplinary Teams

- Work collaboratively with other professionals, including social workers, therapists, and educators, to ensure a holistic approach to the care and support of children and young people.

Promotion of Inclusion

- Advocate for and promote the inclusion of children and young people with disabilities and additional needs within the broader community and educational settings.

J.W – Children Support Worker

- Provide high-quality, person-centred care and support for children and young people with disabilities and additional needs during their short breaks.
- Assist with daily activities and ensure the safety, well-being, and comfort of the children and young people.
- Develop and implement individual care plans in collaboration with parents, carers, and other professionals.
- Engage in activities that promote social interaction, learning, and personal development.
- Maintain accurate records of care and communicate effectively with families and the multidisciplinary team.
- Conduct regular fire drills and ensure that all fire safety procedures are followed within the setting.
- Maintain up-to-date knowledge of fire safety regulations and emergency procedures.
- Monitor and ensure that all fire exits, alarms, and equipment are in proper working order.
- Assist in the evacuation of children and young people during a fire emergency, providing reassurance and guidance.
- Report any potential fire hazards or safety concerns to the relevant authorities.



Richmond House Social Care Services

- Administer first aid to children and young people with disabilities and additional needs in the event of an injury or medical emergency.
- Maintain a well-stocked first aid kit and ensure it is readily accessible.
- Record and report all incidents and accidents accurately, following organisational procedures.
- Provide support and comfort to children and young people who are unwell or injured, liaising with medical professionals when necessary.
- Attend regular training and updates on first aid practices and emergency response procedures.

C.R - Children Support Worker

- Provide high-quality, person-centred care and support for children and young people with disabilities and additional needs during their short breaks.
- Assist with daily activities and ensure the safety, well-being, and comfort of the children and young people.
- Develop and implement individual care plans in collaboration with parents, carers, and other professionals.
- Engage in activities that promote social interaction, learning, and personal development.
- Maintain accurate records of care and communicate effectively with families and the multidisciplinary team.
- Conduct regular fire drills and ensure that all fire safety procedures are followed within the setting.
- Maintain up-to-date knowledge of fire safety regulations and emergency procedures.
- Monitor and ensure that all fire exits, alarms, and equipment are in proper working order.
- Assist in the evacuation of children and young people during a fire emergency, providing reassurance and guidance.
- Report any potential fire hazards or safety concerns to the relevant authorities.
- Administer first aid to children and young people with disabilities and additional needs in the event of an injury or medical emergency.



- Maintain a well-stocked first aid kit and ensure it is readily accessible.
- Record and report all incidents and accidents accurately, following organisational procedures.
- Provide support and comfort to children and young people who are unwell or injured, liaising with medical professionals when necessary.
- Attend regular training and updates on first aid practices and emergency response procedures.

C.W - Children Support Worker

- Provide high-quality, person-centred care and support for children and young people with disabilities and additional needs during their short breaks.
- Assist with daily activities and ensure the safety, well-being, and comfort of the children and young people.
- Develop and implement individual care plans in collaboration with parents, carers, and other professionals.
- Engage in activities that promote social interaction, learning, and personal development.
- Maintain accurate records of care and communicate effectively with families and the multidisciplinary team.
- Conduct regular fire drills and ensure that all fire safety procedures are followed within the setting.
- Maintain up-to-date knowledge of fire safety regulations and emergency procedures.
- Monitor and ensure that all fire exits, alarms, and equipment are in proper working order.
- Assist in the evacuation of children and young people during a fire emergency, providing reassurance and guidance.
- Report any potential fire hazards or safety concerns to the relevant authorities.
- Administer first aid to children and young people with disabilities and additional needs in the event of an injury or medical emergency.
- Maintain a well-stocked first aid kit and ensure it is readily accessible.



- Record and report all incidents and accidents accurately, following organisational procedures.
- Provide support and comfort to children and young people who are unwell or injured, liaising with medical professionals when necessary.
- Attend regular training and updates on first aid practices and emergency response procedures.

A.S - Children Support Worker

- Provide high-quality, person-centred care and support for children and young people with disabilities and additional needs during their short breaks.
- Assist with daily activities and ensure the safety, well-being, and comfort of the children and young people.
- Develop and implement individual care plans in collaboration with parents, carers, and other professionals.
- Engage in activities that promote social interaction, learning, and personal development.
- Maintain accurate records of care and communicate effectively with families and the multidisciplinary team.
- Conduct regular fire drills and ensure that all fire safety procedures are followed within the setting.
- Maintain up-to-date knowledge of fire safety regulations and emergency procedures.
- Monitor and ensure that all fire exits, alarms, and equipment are in proper working order.
- Assist in the evacuation of children and young people during a fire emergency, providing reassurance and guidance.
- Report any potential fire hazards or safety concerns to the relevant authorities.
- Administer first aid to children and young people with disabilities and additional needs in the event of an injury or medical emergency.
- Maintain a well-stocked first aid kit and ensure it is readily accessible.
- Record and report all incidents and accidents accurately, following organisational procedures.



Richmond House Social Care Services

- Provide support and comfort to children and young people who are unwell or injured, liaising with medical professionals when necessary.
- Attend regular training and updates on first aid practices and emergency response procedures.

This structure ensures flexibility and comprehensive coverage of all aspects of care services, from management to direct care, support, and administrative functions, ensuring Richmond House operates efficiently and effectively in meeting the needs of its users.