HERITAGE CHILDRENS HOMES

INSIGHT IN TO YOUR NEXT ROLE

Ofsted GRADED GOOD



INTRODUCTION



This brochure offers a window into who we are, what we stand for, and what it means to be part of our team. At Heritage, we believe that every child deserves safety, stability, and the chance to thrive—and that starts with the people who support them every day.

Inside, you'll find an overview of our ethos, the roles that make our homes exceptional, and the values that guide everything we do. Whether you're exploring a career with us or deepening your understanding of our work, we hope this gives you a clear sense of the heart behind Heritage.

G

PROMOTE INDEPENDENCE

Support young people in developing the skills and confidence needed to transition into independent adulthood.

O

PROVIDE SAFE, NURTURING ENVIRONMENTS

Create spaces where young people feel secure, respected, and emotionally supported.

A

DELIVER HIGH-QUALITY, PERSON-CENTRED SUPPORT

Tailor care to each individual's needs, using trauma-informed and strengths-based approaches.

L

EMPOWER THROUGH EDUCATION AND LIFE SKILLS

Equip young people with practical knowledge and opportunities to grow, learn, and succeed.

S

FOSTER POSITIVE RELATIONSHIPS

Encourage healthy connections with peers, staff, and the wider community to build a strong support network.



Our Mission

Our aim is to provide young people in our care with a stable, nurturing environment where they feel safe, valued, and understood. We strive to offer a sense of structure and consistency, balanced with opportunities for enjoyment, personal growth, and achievement.

Central to this is access to positive role models—adults who are genuinely invested in the young people's wellbeing, who offer meaningful support, and who are willing to go the extra mile to help them overcome challenges and realise their potential. Our focus is on building strong, trusting relationships that enable each young person to thrive emotionally, socially, and educationally.

Our Values

Safety – We create emotionally and physically safe spaces for young people and staff.
Stability – We offer consistent, reliable care that builds trust and security.
Voice – We listen, respect, and empower young people to make choices and be heard.
Compassion – We lead with empathy, patience, and understanding in every interaction.
Growth – We support personal development—for young people and our team.
Teamwork – We work collaboratively, valuing each person's role and contribution.
Integrity – We act with honesty, accountability, and professionalism at all times.

THE HERITAGE ETHOS



Safety First, Always

Physical and emotional safety is our foundation. Every decision centres the wellbeing of young people and staff.



Understanding Trauma

We respond, not react. Our team is trained to recognise trauma responses and meet them with compassion.



Relationships Heal

Trust is built through consistency, empathy, and presence. Every interaction is a chance to repair and empower.



Reflective Practice

We pause, we learn, we grow. Supervision and team reflection are embedded in our culture.



Belonging Matters

Our homes are more than buildings—they're spaces of stability, identity, and care.



Hope & Progress

Every young person has a future worth fighting for. We celebrate small wins and nurture long-term goals.



Our Homes.

Heritage Children's Homes proudly operates two residential homes, each designed to provide a safe, nurturing, and structured environment for children and young people with emotional and behavioural needs.

Wellington Home – This home currently supports two young people, aged 17 and 9, which is the maximum occupancy of this home.

Bridgewater Home – We currently have one 11-year-old residing at this home, with a maximum occupancy of two children.

Both homes are committed to delivering high-quality care and support, underpinned by our current Ofsted rating of "Good", reflecting our dedication to safeguarding, emotional wellbeing, and positive outcomes for every young person in our care.

Exciting News - We are due to open our third home in by the end of the year, located in Tiverton.

Who We Support



Age ranges and needs.

At Heritage, we care for children and young people aged 7 to 18 who may have experienced trauma, disrupted attachments, or complex emotional and behavioural needs. This includes children whose behaviours can at times be physical and require confident, compassionate support to help them regulate and feel safe. That's why this role calls for the right people — those who are resilient, emotionally intelligent, and committed to trauma-informed care.

Our homes are designed to be safe, stable, and nurturing, with a strong emphasis on relational and trauma-informed practice. We use therapeutic models such as PACE (Playfulness, Acceptance, Curiosity, Empathy) and restorative approaches to build trust, promote emotional regulation, and support recovery. Every young person is met with compassion, consistency, and a belief in their potential to grow.

Who We Support



Working with us: Support Workers

Want to be at the front of making a difference in young people's lives? At Heritage, our support workers are the bread and butter of everything we stand for. They're not just staff—they're mentors, advocates, and everyday heroes.

Being a support worker means showing up with empathy, consistency, and a deep belief in every young person's potential. It's about creating emotionally safe spaces where young people feel seen, heard, and empowered. Whether it's helping someone navigate daily routines, celebrating small wins, or supporting through tough moments, our support workers are the steady presence that makes growth possible.

At Heritage, we don't do tick-box care. We build relationships. We listen. We adapt. We champion independence while offering grounded, trauma-informed support. Our teams work collaboratively, always centering dignity, choice, and development.

If you're values-led, emotionally intelligent, and ready to make a real impact—this is where you belong.

Roles within our homes



Working with us: Deputy Manager

At Heritage, our Deputy Managers are the anchors of our homes — balancing leadership, compassion, and operational excellence to create safe, empowering environments for young people and staff alike.

This role is about more than oversight. It's about presence. Deputy Managers lead by example, modelling trauma-informed practice, emotional intelligence, and calm under pressure. They're the bridge between frontline support and strategic direction — ensuring every shift runs smoothly, every young person feels held, and every team member feels supported.

Deputies work a flexible mix of shifts and office-based tasks, including sleep-in duties as part of the rota. This blend allows them to stay close to the day-to-day realities of care while also supporting planning, supervision, and operational flow. Whether you're coaching staff through challenges, liaising with external professionals, or stepping in to lead the home, you'll bring clarity, consistency, and care to everything you do.

We're looking for leaders who are values-led, emotionally attuned, and ready to shape culture from the inside out. If you believe in relational care, high standards, and empowering others — this is your next step.

Roles within our homes



Working with us: Registered Manager

At Heritage, our Registered Managers are entrusted with more than just oversight—they hold the emotional, operational, and strategic heartbeat of each home. They lead with integrity, clarity, and deep care, ensuring that every young person is safe, supported, and given the opportunity to thrive.

This role is multifaceted. You'll be responsible for:

Safeguarding and Compliance: Upholding the highest standards of care, ensuring robust safeguarding practices, and maintaining full accountability for Ofsted outcomes.
Culture and Team Leadership: Shaping a trauma-informed, emotionally safe culture where staff feel empowered, valued, and equipped to deliver exceptional care.
Strategic Oversight: Managing budgets, staffing, and operational flow with precision—balancing the needs of the home with long-term vision and sustainability.
Relational Practice: Building meaningful relationships with young people, families, professionals, and your team—always centering dignity, choice, and development.

You won't be doing this alone. Heritage invests in its leaders through structured development pathways, reflective supervision, and collaborative support from senior leadership. Whether you're stepping up from Deputy or bringing external experience, you'll be nurtured to grow as a confident, emotionally intelligent leader.

If you're ready to lead with purpose, shape culture from the inside out, and make a lasting impact—this is your platform.

Roles within our homes



What makes us different

At Heritage, we don't just provide care—we build culture. Our homes are rooted in emotional safety, consistency, and compassion, not only for the young people we support but for the staff who walk alongside them. We believe that relational practice starts with the team: when staff feel valued, heard, and supported, they're empowered to deliver the kind of care that transforms lives.

We're proud to be a values-led organisation. Every decision we make—from recruitment to daily routines—is guided by a commitment to dignity, choice, and development. We foster emotionally safe teams where people can bring their full selves to work, collaborate openly, and grow together. It's this culture that makes Heritage different—and it's why so many of our staff choose to stay, grow, and lead with us.



Learning and Development

We believe in investing deeply in our people. Whether you're new to care or stepping into leadership, you'll have access to a wide range of training designed to build confidence, competence, and emotional intelligence. Our core development offer includes trauma-informed practice, safeguarding, therapeutic approaches like PACE, and restorative models of care.

We also offer formal qualifications, including Level 3 and Level 5 Diplomas in Residential Childcare, supporting your long-term growth and professional credibility. For those stepping into leadership, we provide structured pathways into Deputy and Registered Manager roles, with mentoring, reflective supervision, and strategic development built in.

Every new team member completes a set amount of face-to-face induction training, covering essential areas such as safeguarding, CPI (Crisis Prevention Intervention), and first aid. This ensures you're equipped from day one to support safely and confidently.

We value continuous learning. If staff identify a need for training in a specific area, we actively seek out providers who can deliver high-quality, relevant support. Development at Heritage isn’t a tick-box — it’s a journey we walk together, shaped by your voice, vision, and impact.



Supervision, Reflective Practice, and Wellbeing Support

Caring for others starts with caring for ourselves. That's why we prioritise staff wellbeing through regular supervision, reflective practice sessions, and access to emotional support. We create space for staff to pause, process, and feel heard—whether that's through one-to-one check-ins, team debriefs, or wellbeing initiatives.

Our approach is trauma-informed at every level. We understand the emotional weight of the work and actively support staff to stay grounded, resilient, and connected. You'll never be expected to carry things alone. At Heritage, wellbeing is woven into the fabric of how we work.

Health and wellbeing programme - our staff support programme designed to protect emotional health, prevent burnout, and build resilience. It offers reflective practice, emotional check-ins, and practical wellbeing tools—so no one carries the weight of care alone.

Impact and outcomes

We've seen young people move from crisis to stability, from mistrust to connection, and from surviving to thriving. Some have returned to family settings, others have transitioned into their own semi-independent home, and many have re-engaged with education and community life. These outcomes are built on the everyday efforts of our teams—showing up, listening deeply, and believing in each young person's potential. Every success story is a testament to the power of relational care.

And when that moment comes—when a young person takes a step they never thought possible, smiles with confidence, or says "thank you for not giving up on me"—every ounce of hard work, patience, and care is worth it. It's in these moments that the true impact of relational care is felt, and the reason we do this work becomes beautifully clear.

"WE DON'T JUST SEE PROGRESS IN REPORTS—WE SEE IT IN SMILES, ROUTINES, AND RELATIONSHIPS."



Our Culture

At Heritage, we know that strong teams aren't built solely in meetings or shifts—they're built in the everyday moments of connection, laughter, and shared experience. These photos capture just that: BBQs in the sunshine, bowling trips full of friendly competition, festive Christmas celebrations, and the kind of togetherness that makes our homes feel like more than just workplaces.

We make time to celebrate, reflect, and recharge—because emotionally safe teams thrive when they feel recognised, supported, and connected. Whether it's a spontaneous team lunch or a planned appreciation event, these gatherings remind us that we're in this together. They're a chance to step back, share stories, and strengthen the relationships that carry us through the challenges and triumphs of care work.

RECOGNITION ISN'T A REWARD—IT'S A REFLECTION OF WHO WE ARE.













Working with us



FAQs

Do I need prior experience with children to apply?
Yes, we do require experience supporting children or young people — but it doesn't have to be in a children's home. You might have worked in education, youth services, healthcare, or even volunteered in community settings. What matters most is your ability to build trust, offer consistent care, and respond with empathy and resilience.

What training and support will I receive?
All staff receive comprehensive induction training, ongoing CPD opportunities, and access to reflective supervision. We invest in your growth — professionally and personally.

What does a typical shift look like?
Shifts vary depending on the home and role, but you'll always be part of a supportive team. You'll help young people with daily routines, emotional support, and activities that build trust and independence.

How does Heritage support staff wellbeing?
We prioritise emotional safety, recognition, and team connection. Staff have access to wellbeing resources, regular check-ins, and opportunities to shape our culture through feedback and shared ownership.

What's the recruitment process like?
Shortlisted candidates are first invited to an initial phone call to explore the role in more detail and discuss how their experience and values align with the position. If successful, they'll be invited to a formal face-to-face interview, which includes a scenario-based assessment. Candidates who pass this stage receive a welcome pack and full details for induction — so they feel prepared, supported, and excited to join the team.

Can I progress within the organisation?
Absolutely. Many of our leaders started as Support Workers. We offer clear development pathways, mentoring, and opportunities to take on new responsibilities as you grow.

What makes Heritage different?
We're values-led, trauma-informed, and deeply committed to empowering young people. Our homes are designed to feel safe, warm, and personal — and our teams reflect that ethos every day.

HERITAGE
CHILDRENS
HOMES

WORK WITH US TO MAKE A DIFFERENCE

Send your CV to:

aimee@heritagechildrenshomes.info

Have questions? Call:

07534808135

Let's Grow Together

