

Head of YP Services

Job Description

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| Job Title: | Head of Young People Services |
| **Grade:** | £33,333- £35,445 p.a. pro-rata equivalent to NJC Spinal Point 31-33 |
| **Responsible to:** | CEO |
| **Hours of work:** | 24 hours per week, to be worked flexibly |
| **Contract type:** | 2 years fixed-term contract with the possibility of extension |
| **Annual Leave:** | 25 days pro rata |
| **Location:** | Hybrid working, with the expectation that the postholder will work across both Amaze’s offices in Eastbourne and Brighton and Hove, at least one day/week in each location. Travel expenses paid for travel beyond specified service base/location. |

**About Amaze**

Amaze is a charity that gives information, advice and support to families of children and young people with special educational needs and disabilities (SEND) in Brighton & Hove and Sussex. Amazing Futures is our service for young people (YP) aged 14-25 with SEND supporting them through the transition to adulthood. It currently offers youth activity groups, peer support, career support, SEND advice and information and disability benefits help to approx. 200+ YP / year, and we’ve aspirations to expand this to include wraparound coaching and counselling.

**Main Purpose of the Job:**

Reporting to the CEO, and part of the Senior Leadership Team, this a pivotal new role for Amaze. You will be key to driving and delivering our services for young people. You will:

* Have strategic oversight and overall operational responsibility for Amaze’s services for YP, maintain excellent standards in service delivery and staff/volunteer management.
* Ensure that listening to, involving and co-producing with our YP, staff, volunteers and partners is at the heart of your approach in developing the service
* Use Amaze’s organisational experience and your expertise to continue to develop the service to meet YPs’ needs and secure sustainable funding.

**Key responsibilities**

**Management and delivery of YPs’ services**

1. Oversee the delivery of services for YP at Amaze
2. Ensure Amaze’s YP services are safe, effective, caring and responsive, designed and delivered in ways that enable YP to develop their confidence, aspirations and life skills
3. Ensure operational policies and procedures are followed and reviewed so that YP services are effectively supported and comply with all relevant legal and regulatory requirements
4. Ensure effective referrals within Amaze and proactive identification of YP needing support
5. Work with Amaze’s Designated Safeguarding Lead to ensure effective safeguarding practice
6. Co-ordinate the monitoring of YP services, ensuring staff collect, record and review feedback, and output and outcomes data
7. Manage the YP services budget
8. Maintain excellent communication and develop good working relationships with key stakeholders, including YP and their families, commissioners, funders, partners
9. Work with Amaze colleagues who are responsible for developing information and advice resources for YP with SEND
10. Stay up to date on information relating to education, health, social care, volunteering, employment, benefits and leisure / social activities for YP
11. Provide flexible support and cover for delivery staff as needed
12. Co-ordinate a quarterly work plan for the YP services team
13. Ensure YP are involved in the planning and delivery of activities

**Strategic Development of Services**

1. Develop our YP offer in line with Amaze’s strategic plan, involving YP, staff and volunteers in designing and modelling peer support, youth clubs, mental health and well-being interventions (eg life coaching, counselling, training), careers, and education health and care IAG
2. Work with YP interns to ensure Amaze’s YP voice group is strong, that YP are identifying their own shared issues and solutions to concerns and needs, and that Amaze’s services, and the services of other providers, are co-produced with YP
3. Keep abreast of developments in SEND/Short Breaks/youth sector/other relevant policy areas
4. Attend strategic/external meetings to nurture relationships with potential, existing and new commissioners/funders to build our reputation
5. Develop and maintain strong links and partnerships with YP service providers in Sussex, strengthening referrals and ensuring a clear pathway of support for YP with SEND
6. Work with Amaze’s Senior Leadership Team on the preparation and drafting of funding bids/tenders
7. Lead the YP services team approach to tackling inequalities and ensuring that YP accessing Amaze’s services reflects the diversity of local community
8. Lead on evaluating Amaze’s YP services, using the findings to continually improve what we deliver and write reports which demonstrate our impact

**People management**

1. Develop the YP services team, including providing management support, leading team meetings and reflective practice, and communicating key messages to staff and volunteers
2. Line manage YP service staff providing supervision, support and appraisal, as well as ensuring staff follow Amaze and external policies applicable to their roles
3. Ensure volunteers involved in service delivery receive supervision, training and support
4. Ensure the continuous professional development of YP services staff and volunteers, encouraging ongoing training and the pursuit of quality standards.

**Other General Responsibilities**

1. Ensure compliance with all relevant legal and regulatory requirements and in particular those specified by Health and Safety and the Data Protection Act
2. Work within the framework of Amaze policies and procedures
3. Work flexibly across 2 operational sites as required, with some home-working if desirable, in accordance with the needs of the role
4. Demonstrate and promote a commitment to professional development, team working and the principles of equal opportunities
5. Attend supervision, training and staff meetings as required
6. Carry out other duties appropriate to the role and responsibilities as may be delegated by the CEO. Note this is a new role and will be required to work flexibly as part of a small team especially while responsibilities settle and are adjusted

**Person specification**

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| **Experience of:** | **Essential** | **Desirable** |
| 1. Managing a responsive service for young people in a busy environment | X |  |
| 1. Growing a service within a competitive external environment, demonstrating business acumen with strong negotiating skills | X |  |
| 1. Managing and supervising staff and volunteers | X |  |
| 1. Initiating, developing, delivering and evaluating projects | X |  |
| 1. Partnership working and building excellent working relationships with a wide range of other professionals/organisations | X |  |
| 1. Working with a broad range of people in an empowering way | X |  |
| 1. Lived experience of SEND - yourself and/or as a parent/carer of a child, young person, or adult, with SEND |  | X |
| 1. Experience of risk assessment, safeguarding and health and safety appropriate to work with young people and running activity sessions | X |  |
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| **Skills, knowledge and abilities** |  |  |
| 1. An understanding of, and empathy with, the issues facing young people with SEND and their families, especially around preparing for adulthood | X |  |
| 1. Youth work skills or similar |  | X |
| 1. Ability to inspire and motivate staff, volunteers and supporters, working in both a facilitative capacity and taking lead control for pieces of work | X |  |
| 1. Understanding of and commitment to equality, diversity and inclusion | X |  |
| 1. Ability to engage well with different sections of the community and maintain a generally friendly, helpful and approachable manner | X |  |
| 1. Understanding of service user involvement/co-production | X |  |
| 1. Knowledge of the key policy drivers, challenges and opportunities in youth, SEND, disability, education, health and/ or social care sectors |  | X |
| 1. Excellent written & verbal communication skills, including listening skills | X |  |
| 1. Ability to assess, analyse & problem solve independently and creatively | X |  |
| 1. Numerate, able to develop budgets and interpret financial information |  | X |
| 1. Well-developed organisation skills | X |  |
| 1. Good IT skills and familiarity with social media | X |  |
| 1. Ability to travel around Sussex | X |  |
| 1. Enthusiastic, positive and flexible in approach with ability to work outside normal working hours, when young people are available (frequency of this will vary as needed, approx 2-4 eves/month) | X |  |
| 1. Commitment to the values and principles upheld by Amaze | X |  |