

## **Job Description**

### **Involve Children's Short Breaks Service Manager**

**Hours of work: 37.5**

**Annual Leave: 30 days (plus bank holidays)**

**Salary: Up to £32,000 per annum**

**Employed by: Involve Kent**

**Responsible to: Head of Children's Services**

**Based: Involve Kent Offices Maidstone with some flexibility for hybrid working**

### **Purpose of the job**

To manage and develop our established KCC Short Breaks service - Connect! Seeking opportunity to expand our offer and implement new projects within Involve's Children's Services. Line manage and support a team of Youth Programme Coordinators and volunteers to provide a high quality, safe, Kent wide programme of groups and activities for children and young people who have needs relating to neurodivergence. Building on relationships with commissioners, funders and key stakeholders to support innovative and creative solutions to meet identified need. To add value to Involve's existing Children's Services and to the wider system, ensuring that Involve is a leader in addressing challenges faced by children and young people, their parents and carers with a proactive, fun and holistic approach. To be well informed and solution focussed, demonstrating a strong understanding of the gaps and trends across children and young people's services and enthusiastically champion for change. Confidently manage and present quality data, evaluation and KPI reporting, evidencing service outcomes and effectively utilising multiple systems, digital platforms, budgets and funding streams.

### **Key tasks and responsibilities**

#### **Project management and service development**

- Taking a lead on Project development and growth within Childrens Services.
- Line management of staff team including Youth Programme Coordinators and volunteers.
- Ensure systems, policies, processes, and standards are in place and adhered to
- Liaise, communicate, and negotiate positively with commissioners, key stakeholders, providers and funders and forge new relationships across the sector and in the community and uphold Involve's reputation.
- Actively explore and optimise opportunities to grow, diversify and deliver relevant and innovative projects in line with budget restrictions and Involve's mission and values.
- Lead on the recruitment and induction of staff and volunteers.
- Develop and maintain referral and system pathways to ensure projects are easily accessible
- Ensure systems, tools, procedures, and training is in place to enable data collection, reporting, analysis and evaluation and ensure the requirements of funders and commissioners are met.

- Work closely with Head of Children's Services and Involve Fundraiser to capture local and national data, case studies and evidence to create robust bids and securing funding opportunities.
- Manage multiple project budgets and meet the requirements of a variety of grant and or contract funders.

### **Staff management and service delivery**

- Proactively manage your own health, wellbeing, and resilience being a positive role model to ensure you can provide consistent, quality support to your staff and clients.
- Daily line management of staff, including supervision, support and training.
- Responsibility for induction of new staff including accessing appropriate training.
- Embedding the Involve values within your daily practice and in your management of staff and services.
- Support staff to create robust marketing strategies, engage in networking and events, ensuring Involve's Children's Services are highly visible across the sector.
- Attend training, meetings and supervision and lead group supervision.
- Provide cover for staff annual leave and sickness and support activities/groups when required including some evenings and weekends.
- Manage multiple digital platforms including booking and finance system, KCC Core+ and internal systems and processes.
- Ensure staff accurately record all necessary data and information using Charity Log and other systems if required. Review data collection and recording and support staff where issues are identified.
- Support staff daily with any complex cases or issues, answering queries swiftly and competently. Raise complex issues with Head of Children's Service for advice and guidance swiftly to ensure staff and people are supported appropriately. Build expertise, resilience, and confidence in staff to recognise risk and to handle complexity appropriately.
- Liaise with staff teams daily ensuring they are supported, safe when in the community and not at risk of isolation in their roles.
- Work with staff to ensure all activities are risk managed, and appropriate safeguarding and risk assessment policies and procedures are followed for all activities.
- Work to Involve Kent's safeguarding policy and procedures and take appropriate actions to ensure adults or children at risk of abuse are safeguarded appropriately.
- Act as the key operational contact for commissioners, funders and other stakeholders to resolve issues and ensure a high degree of satisfaction from Involve Children's services.
- Any other tasks and responsibilities that may be identified as necessary as the service evolves and develops.

<b><u>Person Specification</u></b>	<b><u>Essential</u></b>	<b><u>Desirable</u></b>
3 years' experience of working in a management/Team Lead role in health, social care or information and advice, in direct contact with children, young people, families and carers		x
Experience creating, co-producing and delivering services to children and young people	x	
Experience in collating data; audit and producing and presenting reports	x	
Experience of working in a multi- disciplinary environment in the health; social care or voluntary sectors	x	
Experience of assessing and managing risk around children and young people's community engagement, groups and activities	x	
Proficient in the use of digital platforms/systems, electronic records; databases and spreadsheets	x	
Confident in managing project budgets including forecasting and purchasing.	x	
Confident in communication methods and able to communicate effectively with a range of customer and provider groups, verbally and in writing	x	
Highly organised and reliable and willing to take responsibility for own actions.	x	
Experience of daily supervision of a team, including providing supervision one to one or in a group setting	x	
Ability to learn and implement systems, policies and processes – diligent, accurate and conscientious.	x	
Full driving licence and access to a car and willing to drive across Kent	x	