

Youth Services Manager



Caring in Bristol

Position: Full time

Location: Bristol (with majority of time spent in our office in St Pauls but the flexibility for some home-based work)

Leave: 33 days per annum (inclusive of bank holidays)

Conditions: Enhanced Disclosure CRB required; all staff have responsibilities for the protection of children and young people and work to Caring in Bristol's Policy for Protecting Children and Young People

Responsible to: Head of Operations

Salary Scale: initially £31,325 - £38,025, depending on experience (future potential for increase to £41,375 based on an individual business case and potentially additional permanent responsibilities)

How to apply: To apply, please submit a completed application form with the subject line: 'Youth Services Manager' to recruitment@caringinbristol.org.uk

WHO WE ARE

Caring in Bristol's vision is creating a city empowered to solve homelessness. We work in innovative ways with people experiencing or at risk of homelessness, with the public and with community partners to bring about lasting change in Bristol and beyond. We believe we can be the first city in the UK that solves homelessness, if the right resources can be found and the right partnerships created.

COVID-19 has transformed the strategies needed to support people at risk of or experiencing homelessness in Bristol, pushing many into precarious housing situations and creating large numbers of newly housed people that could fall back into homelessness.

One focus for the organisation is supporting young people who are vulnerable to homelessness, intervening early in their adulthood to break the cycle of homelessness and empowering them with wrap-around support. We provide services for 16-25 year olds who are homeless or at risk of homelessness that can support them to move from crisis to sustainable independent lives. Almost all of our projects are co-delivered by dedicated community volunteers, they are integral and key to our work.

Diversity

We are committed to equal opportunity, equal treatment and respect for every individual, and increasing diversity of staff within Caring in Bristol and the Charity Sector as a whole. We welcome applications from everyone who meets the requirements of the Person Specifications. If you have special access requirements, please do let us know. We offer, and value, flexible working. As a charity we are proud to be committed to mental health awareness and to actively supporting the wellbeing of the team.

Black, Asian and ethnic minority candidates are particularly encouraged to apply. We encourage applications from all gender identities and sexual orientations; We especially welcome applications from people with lived experience of homelessness.

ABOUT THE ROLE

As the Youth Services Manager you will play a key role in developing Caring in Bristol's youth-focused work. During the Covid-19 pandemic many of our services were suspended or significantly impacted. You will play a key role in developing our new youth initiatives as we move into the next phase of our youth work.

There are three key deliverables of our youth work which are currently at different stages of their development:

- "Project Z" - Ongoing one-to-one floating support by specialist youth practitioners for 16-25 year olds, many of whom will be experiencing multiple disadvantage; a key objective is to build trusting relationships that can help to facilitate positive change.
- "Snacks" - Recently launched: Light touch walk-in support for young people referred to us with specific needs around their housing and welfare. This element of our work allows staff and volunteers to provide short pieces of assistance that make a lasting impact.
- "Z House" - Planned to open in early 2022: Overnight accommodation at a volunteer-run residential house converted into a specialist night shelter for young people aged 18-25 years with low/no support needs, who would otherwise be sleeping on the streets.

The role will work closely with our other operational managers to ensure that our volunteer management, data systems and performance monitoring are best practice.

The role will have line management responsibility for project staff including the Youth Practitioners.

What we're looking for

- **A capable, experienced and adaptable service manager.** You'll have a proven track record of successfully running high quality services and proactively contributing to their development. You are a competent and flexible individual who embraces change and remains calm under pressure.
- **An exceptional line manager.** You will have experience of managing and motivating teams of passionate staff and big personalities, you will have a positive attitude and lead by example. The motivation and wellbeing of your team will be a priority.
- **A passionate advocate for vulnerable and/or disadvantaged service users.** You will have experience supporting people in challenging circumstances and understand the importance of safety and safeguarding when working with vulnerable young clients.
- **An innovative and strategic thinker.** You will be a problem solver who understands the bigger picture and how we can tailor our services to fit the needs of our client base while upholding our promises to funders.

KEY RESPONSIBILITIES

1. Lead on the coordination, delivery and development of our youth-focused services.
2. Leadership of the youth services staff team, providing line management, clinical support, supervision and development opportunities.
3. Develop effective collaborative networks and partnerships with key organisations that support young people in Bristol, promote the broader work of CiB, act as a representative of the charity.
4. Work closely with the Head of Operations and other project managers to develop a consistent approach and gold standard operational delivery in the charity.

5. Act as the Safeguarding Lead for Caring in Bristol, with the support of the Head of Operations, providing organisation-wide support and advice to ensure concerns are captured, acted upon and escalated where necessary.

Project delivery and practice model:

- Leading the development, delivery and innovation of youth services, ensuring best practice, piloting new ways of working and improving our support offer to vulnerable young people.
- Managing, supervising and training the youth team to ensure that we offer an outstanding and quality service to our beneficiaries.
- Overseeing development of volunteering opportunities within Caring in Bristol's youth services and ensuring youth services volunteers have a safe and rewarding experience.

Development and partnership working:

- Oversee internal collaboration between the youth team and Caring in Bristol's prevention project, maximising our organisational impact in reducing the risk of homelessness.
- Create effective partnerships with key youth-focused organisations in Bristol to establish reciprocal referral pathways to ensure the beneficiaries we work with are provided access to other available support;
- Contribute to sharing best practice within the sector; proactive in learning from others/other organisations;
- Championing the work of our youth and shelter service in various settings and contributing to fundraising initiatives in order to secure the future sustainability of the work.

Strategy and leadership:

- Work closely with other senior managers on the development of Caring in Bristol's youth work to meet the needs of vulnerable young people in Bristol.
- Contribute to internal strategy groups including contributing safeguarding expertise to inform the development of all projects and services.
- To report on progress of the projects to the Head of Operations on a regular basis
- To work with the Income Generation team to contribute to a sustainable fundraising strategy for youth-focused work;
- To effectively embody the culture and values of the charity and to work to ensure that this is embedded across your team and the organisation;

Monitoring and evaluation:

- Lead on evidencing, monitoring and evaluating the work of our youth service and establishing a culture of learning through doing
- To ensure monitoring, evaluation, reporting and consultation processes are in place and delivered to the relevant funders and partner agencies, as appropriate, in a timely manner for all projects;

Other Responsibilities:

- You may be required to pick up some direct work with clients if a staff member is absent or there is a particularly challenging piece of casework;
- To participate in the on-call rota for out-of-hours emergencies;
- To follow Caring in Bristol policies and procedures and observe our Code of Conduct;
- To actively participate in and attend supervisions, annual appraisal processes and identified training;

- Promote the aims and objectives of the charity and present a positive image of it through good public relations, communications with visitors, young people, guests, people who use our services and the local community.

ESSENTIAL SKILLS

We expect you to meet most of these criteria, however, we don't expect you to meet every point and welcome applications where skills have come from a mix of areas.

- Significant experience of managing and delivering services for vulnerable beneficiaries, ideally young people, to a high standard.
- An innovative and resourceful approach to ongoing development of the services we provide, identifying new needs and opportunities within our client base.
- Experience working directly with challenging clients, operating with sensitivity as well as assertiveness.
- Robust knowledge of safeguarding protocols and the ability to identify issues before they escalate.
- Proven track-record of line managing staff effectively and compassionately, with a positive, collaborative management style which seeks to empower others.
- Experience of managing or working with volunteers.
- An understanding of the importance of recording data and evidence, and the ability to motivate a team to use the appropriate systems.
- An understanding of and sympathy for the causes and effects of homelessness.
- A commitment to continuous improvement.
- An excellent communicator both written and verbally with an eye for detail.
- A passion to change Bristol for the better.