



Caring in Bristol

Youth Services Manager (Safeguarding Lead)

Salary Scale: D (£35,609 - £ 38,954 depending on experience) - likely subject to cost-of-living increase from 1st April 2024

Position: Full time (flexible working)

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

Conditions: Role subject to an Enhanced DBS check; which we can organise

Responsible to: Head of Operations

Job summary

The Youth Services Manager is a key senior position leading on the design and delivery of Caring in Bristol's services tailored to 16-25 year olds. The postholder also acts as the safeguarding lead for the organisation.

Caring in Bristol's youth services take a person-centred relational approach. Our youth team stand alongside young people, working together to tackle the barriers to stable housing. This role also has the exciting opportunity to shape our innovative new small-scale accommodation provision.

Who we are

Caring in Bristol's vision is a city empowered to solve homelessness. We work in innovative ways with people experiencing housing insecurity to help them navigate the barriers they face. We engage with the public and community partners to bring about lasting change in Bristol and beyond.

Our values

Collaboration

We learn, share and work with everyone in our community to create services that best meet need. Our beneficiaries inform the design, delivery, and evaluation of our work. We collect and apply evidence to build partnerships and embed our impact.

People first

We value the strengths people have and are committed to positive change and development in everyone. We will take positive risks with people. The wellbeing of our staff and volunteers is integral to the positive impact we can make with our beneficiaries. We are inclusive and celebrate diversity.

Focus on the end goal

We work with our beneficiaries and volunteers to achieve their ambitions. We are here to make ourselves no longer needed and want Bristol to be the first major city to end homelessness.

How to apply

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

Accessibility

If you experience an impairment which requires any reasonable adjustments, please do let us know in your application form or send any queries to recruitment@caringinbristol.org.uk

About the role

As the Youth Services Manager you will play a key role in developing our work supporting young adults that prevents or stops the development of a homelessness crisis.

There are two key services which this role would oversee:

- "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 building trusting relationships that can help to facilitate positive change.
- "Z House" - A project launching in Spring 2024; an innovative new model for short term youth accommodation for 18-25 year olds in Bristol, delivered primarily by community volunteers. We are in the final stages of constructing the space and the initial service design, with the aim to pilot the concept for the next 12 months.

Both services incorporate group work, drop-in activities and co-production to ensure we are making them accessible to young people who may not usually participate in more traditional support models.

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 Senior Youth Practitioner, Shelter Coordinator and some oversight of volunteers.

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, pastoral support, supervision and development opportunities.
3. Develop effective collaborative networks and partnerships with relevant 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 Prevention Services Manager to develop a consistent approach and operational resilience, including participating in the on-call support rota for all services.
5. Act as the Safeguarding Lead for Caring in Bristol, with the support of the Head of Operations and Deputy Safeguarding Lead, providing organisation-wide support and advice to ensure concerns are captured, acted upon and escalated where necessary.

ROLE DESCRIPTION

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 young people experiencing insecure housing.
- Managing, supervising and training the youth team to ensure that we offer an outstanding and quality service to our beneficiaries.
- Monitor and manage the development of the programme as it evolves and grows, adapting to 'what works' and the changing external environment.
- Collaborate with our Volunteering Manager to ensure volunteers supporting our youth projects receive suitable training, support and a rewarding experience.
- Assess and manage risk, ensuring best practice safety and safeguarding of staff, volunteers and service users.

Development and partnership working:

- Create effective partnerships with key youth-focused organisations in Bristol to establish reciprocal referral pathways to ensure the people we work with can access other available support.
- Contribute to sharing best practice within the sector; proactive in learning from others/other organisations.
- Run regular case review meetings and actively encourage reflective culture within the staff team with a view to continuous improvement.
- Championing Project Z and Z House services in various settings and contributing to fundraising initiatives in order to secure the future sustainability of the work.

Strategy and leadership:

- Create an effective plan and set of deliverables for the next 3 years of Project Z and Z House with input from the staff delivering the projects.
- To work with the Income Generation team to contribute to a sustainable fundraising strategy for youth-focused work.
- Effectively embody the culture and values of the charity and ensure that this is embedded across the youth team and wider organisation;

Safeguarding

- Contributing safeguarding expertise to inform the development of all Caring in Bristol projects and services.
- As part of the leadership team, ensure safeguarding is prioritised at a senior level, including providing quarterly reports to our trustees.

Monitoring and evaluation:

- To report on progress of the projects to the Head of Operations on a regular basis.
- 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.

SKILLS AND EXPERIENCE

We expect you to meet most of these criteria. However, we don't expect you to meet every point and welcome applicants with transferrable skills and an ability to apply themselves in a new context.

- 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.