

Redcar and Cleveland Mind

Job Description

Job Title:	Children & Young People's Services Manager
Salary:	£14.50 per hour
Hours:	25 - 30 hours per week (flexible)
Accountable to:	CEO
Responsible for:	CYP staff, volunteers, students
Job Purpose:	To develop and lead a new CYP service, which enables recovery, wellbeing and inclusion for children and young people with mental health needs in Redcar and Cleveland. This will involve working in schools, colleges and community settings.

Duties and responsibilities:

Key Result Areas:

1. Establish and deliver a person-centred support and recovery service for children and young people experiencing mental health problems in order to generate measurable positive outcomes for them and their families/carers.
2. Lead the implementation of R&C Mind's provision under the RCBC Emotional Health & Wellbeing Framework, working with schools, colleges and training providers across Redcar & Cleveland.
3. As a key member of the Senior Management Team ensure that all CYP activity contributes to the overall effectiveness of R&C Mind interventions in recovery and wellbeing.
4. Take responsibility for the effective day-to-day management of the CYP team in line with organisational policies and procedures.
5. Provide training and development in relation to CYP themes to external and internal staff. You will develop a CYP training offer, using research and evidence to ensure training materials are current and relevant.

Key Tasks

1. To provide leadership and direction to the CYP team to ensure that all of the above tasks are delivered on behalf of Redcar & Cleveland Mind.
2. As a key member of the Senior Management Team, take responsibility for leading Business Planning activity in relation to CYP focused services.
3. To take the lead on quality assurance of all CYP activity to support internal and external quality processes.

4. Foster a positive working relationship across all service delivery teams, and the wider staff team to ensure the service continues to deliver the very best outcomes for our children, young people and their families and carers.
5. Ensure that the voices of children, young people, and their families and carers, accessing the services of Redcar & Cleveland Mind are effectively captured in order to influence and improve service provision.
6. To represent Redcar & Cleveland Mind at external partnerships at local, regional and national level in the promotion and development of CYP activities and services, maximising our potential for increasing impact.
7. To establish a 1:1 support service for CYP which includes robust needs assessment, risk assessment, support planning and outcomes monitoring.
8. To demonstrate innovation and ambition in shaping and developing R&C Mind's CYP offer.
9. Involve CYP, their families and carers in co-production where appropriate and ensure the service develops based on new ideas, stakeholder feedback and best practice.
10. To identify CYP's interests and needs which could be met through group work and deliver group work sessions as required.
11. Work with partner organisations to develop referral pathways, joint working arrangements and innovative engagement strategies as appropriate.
12. Through partnership, provide a service which meets the needs of children and young people at key transition points, e.g. when moving to different age-related services or between non-clinical and clinical services.
13. Prepare timely and accurate monitoring reports for internal and external stakeholders/funders.
14. To ensure that all client outcome data is captured effectively to inform contract compliance and further service development.
15. To work effectively and collaboratively as part of a team, demonstrating leadership and creativity.
16. Manage all staff effectively including: supervision, appraisal, team meetings and communications, leave and sickness absence performance levels, staff deployment, and caseloads.
17. To take responsibility for the induction, support, guidance and monitoring of new staff, students and volunteers within the team.
18. To ensure that all resources are managed efficiently in order to maximise value and impact, including staffing and budgets.

19. To recruit, train and support volunteers within the CYP service including peer mentors and ambassadors.
20. Provide guidance and support to staff members in delivering interventions, including appropriate interventions, risk assessment and risk management.
21. Ensure staff and volunteers within the service receive the appropriate training and support.
22. To produce high quality training resources and deliver to various stakeholders including CYP and their families and carers, schools and other relevant agencies.
23. To develop and deliver a range of bespoke CYP training packages as well as accredited training packages such as Youth Mental Health First Aid.
24. To work effectively and efficiently, managing your time and workload, with guidance, support and supervision from the Chief Executive (or, in her absence, the Business Support Manager).
25. Undertake training as required by Redcar and Cleveland Mind in Redcar and Cleveland or as agreed through supervision.
26. The above duties and responsibilities cannot totally encompass or define all tasks that may be required of the incumbent. The outline duties and responsibilities may therefore vary from time to time without materially changing their character and or level of responsibility.

The above duties and responsibilities cannot totally encompass or define all tasks that may be required of the incumbent. The outline duties and responsibilities may therefore vary from time to time without materially changing their character and or level of responsibility.

Management:

Support, supervision and Annual Appraisal will be provided by the Chief Executive in line with Redcar and Cleveland Mind Policy and Procedure.

Working conditions:

25 - 30 hours per week. Flexible to meet the needs of the service, including some evening and weekend working. Overtime will not be paid, but approved time outside office hours should be taken as time off in lieu.

Signed:.....

Date:

.....
 Manager

Date:

Redcar and Cleveland Mind

Children & Young People's Services Manager

Note to candidates

All of the criteria marked 'S' will be used for shortlisting purposes.

You should describe how you feel you meet these criteria in the 'Person Specification' section of the application form, giving examples where possible.

Only candidates who can clearly demonstrate how they meet these criteria will be offered an interview.

Candidates invited for interview will be asked to show evidence of qualifications.

Requirements	Essential/ Desirable
<p>Education/ Qualifications</p> <ul style="list-style-type: none"> • Honours degree in Psychology, Counselling, Education or Social Work or other relevant mental health field (S) • Child and Young Person IAPT Therapy PG Diploma or equivalent (S) • Management qualification (S) 	<p>E</p> <p>D</p> <p>D</p>
<p>Experience:</p> <ul style="list-style-type: none"> • Established track record of work in CYP health & social care, education or mental health (S) • Leadership experience for a minimum of 2 years in a relevant mental health setting (S) • Significant experience in supporting children and/or young people from a wide range of backgrounds in a front facing role (S) • Experience of delivering 1:1 and group mental health interventions (S) • Assessment, casework and interventions with vulnerable young people including multiple needs and assessing/managing risk (S) • Staff management including supervision and caseload management (S) • Project management including developing, planning and coordination (S) • Close partnership working with other organisations/services (S) • Autonomous working (S) • Supervising, involving and supporting volunteers (S) • Performance management against targets (S) • Involving beneficiaries in the co-design and delivery of projects (S) • Experience of working with CYP from a range of backgrounds (e.g. disability, care, BAME) to ensure their views inform and influence decision makers, policy development and service improvement (S) • In line with Mind's Quality Mark we welcome applicants with personal "lived experience" of mental illness (S) 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p> <p>D</p> <p>D</p> <p>D</p> <p>D</p> <p>D</p>
<p>Knowledge:</p> <ul style="list-style-type: none"> • In-depth knowledge of child development and the psychological impact of poor mental health (S) • Understanding of common mental health problems and their impact on children and young people (S) 	<p>All essential</p>

<ul style="list-style-type: none"> ● Knowledge of the issues faced by CYP with mental health needs and their families and carers (S) ● A comprehensive understanding of the influences affecting young people's mental wellbeing (S) ● A working understanding of safeguarding children and young people and how to maintain appropriate professional boundaries (S) ● Comprehensive understanding of local mental health provision for CYP, including access to statutory services, e.g. CAMHS (S) ● Understanding of key risk factors impacting upon young people's mental health (S) ● Knowledge and experience of the youth participation/engagement/empowerment/children's rights agenda and how this impacts on service development (S) 	
<p>Skills:</p> <ul style="list-style-type: none"> ● The ability and confidence to establish positive relationships with young people and motivate them to participate in activities and events ● Ability to support CYP in complex situations providing timely and appropriate recovery interventions ● Proven ability to manage a project through all stages including impact and evaluation methodologies ● Staff management skills ● Decision making and the ability to exercise effective judgement ● Planning, organisational and time-management skills ● Leadership skills including planning, coordination, influencing and relationship management ● Excellent communication and presentation skills, written and spoken (S written) ● Problem solving ● Experience of group facilitation (S) ● Experience of planning and delivering training (S) ● Networking skills and ability to establish positive working relationship across a range of organisations (S) ● Ability and commitment to working in an inclusive, flexible, team-focussed way (S) ● Ability to relate to a broad range of people at all levels ● Refined admin and up-to-date IT skills, including use of database and case management systems (S) ● Ability to manage budgets and resources, in the context of best value (S) 	All essential
<p>Attributes:</p> <ul style="list-style-type: none"> ● An explicit commitment to the core values and aims of Redcar and Cleveland Mind ● Commitment to working within Mind's policies ● Empathy for CYP and their families and carers and a non-judgemental approach ● Commitment to value of diversity, equality of opportunity and elimination of discrimination in all forms ● Awareness of professional boundaries at all times ● Ability to self-motivate ● Energy and enthusiasm 	All essential

<ul style="list-style-type: none">• Commitment to continuing professional development• Ability and willingness to work flexible hours as required	
--	--

Special Conditions

The successful candidate will be required to undergo an enhanced Disclosure & Barring Service check