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Job description: Services Manager (Children & Young People)

Accountable to: Chief Executive

Responsible to: Head of Operations

Reporting to: Assistant Head of Operations

Location: Hybrid working across Gaddum sites and homeworking

Salary: £32,910

Working hours: 35 hours per week with flexible working required to suit the needs of the role

Context

At Gaddum, we treat everyone as individuals. We really get to know those we help, understanding their world to offer a range of support that's right for them. Our promise of tailored support is made possible by our breadth and depth of knowledge, through our unwavering commitment to the local people of Greater Manchester.

Our experience listening to generation after generation, for nearly 200 years, has taught us the importance of considering not just the individual but also the relationships around them. Our innovative approach means we can, not only build resilience, but identify further risks and offer preventive support now and in the future. At Gaddum, we believe that by supporting individuals, we ultimately help support entire communities.

Our aim is to empower and enhance the lives of people in Greater Manchester. We currently work in four Greater Manchester authorities, Manchester, Rochdale, Salford and Stockport.

Job Summary

Gaddum is seeking a passionate and committed leader with a thorough awareness and background in children and/or youth services in voluntary settings. The post holder will ensure people who need support can access it, when they need it. Qualified in Social Work, Youth Work or other relevant community, health and social care, the post holder will have a demonstrable history of delivering or overseeing community programmes to children and/or young people in diverse populations.

The Services Manager for Children & Young People will be responsible for the operational development and day-to-day management of our passionate and dedicated colleagues across the following areas:

Line Management

Line management of client facing colleagues, students and administration in the below Service areas.

Client Services

- 1. Rochdale, Stockport and Salford Palliative Care Services:** *This specialist service supports the families of children with a life limiting or a life threatening illness. Our service is also offered after a child has passed away. Gaddum's trained staff are able to work with parents, siblings and carers.*
- 2. Manchester & Salford Child Bereavement Services:** *Gaddum Child & Family Bereavement Services provide needs-led therapeutic services for Manchester and Salford children and families, as they begin to explore their unique process of adjustment following bereavement.*

Job Purpose

To provide managerial leadership to a group of vital services that engage with Children & Young People at critical times in their lives. To operationally manage and develop these delegated services in line with the developing needs of the community, and ensure high standards and value for money to get the most out of every client contact.

To use local, regional and national intelligence to further enhance the support services for Children & Young People. Work closely with the Services Manager for Adults in implementing and working to agreed Standard Operating Procedures (SOPs), holding teams accountable to them.

The Service Manager will have responsibility for:

- Managing, developing and promoting Services for Children & Young People to provide effective support for clients in Greater Manchester, developing the service in line with the agreed funding specifications and Gaddum strategic plans,
- Closely monitoring the quality of the service with an awareness of the sensitivity of the topic and the transformational change that can be achieved for clients,
- Developing action plans for income generation in conjunction with Business Development Lead and the Assistant Head of Operations,
- Implementing Clinical Governance Standards, safeguarding, HR, staffing and Health & Safety across teams,
- Contract monitoring and compliance including internal monitoring reports.
- Main Duties and Responsibilities Operational management
- To lead a high performing client service function providing clients with excellent service delivery,
- To report to Assistant Head of Operations and advise on all issues relating to supervision, service delivery, quality assurance, risk assessment and service governance,

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- To liaise with key referral partners to ensure the referral and other contact points are seamless at a time when Children & Young People (and their families) need it to be,
- To be responsible for the line management and supervision of delegated reports,
- Monitor, review and update information relating to Services for Children & Young People including promotional materials, working in partnership with marketing colleagues,
- To provide leadership for staff, volunteers and trainees in Services for Children & Young People as appropriate,
- Work in partnership with managers across Gaddum as part of the Service Manager forum to share learning, support others, and ensure consistency,
- To hold effective team meetings and ensure robust monitoring of activities,
- To ensure open and effective communication with and between all staff in Services for Children & Young People and Gaddum,
- Ensure Information Management System is being used by all staff, with support and training as appropriate.

Service development

- To identify and develop Services for Children & Young People at Gaddum in conjunction with the Head of Development & Innovation and the wider organisational business plan,
- To be actively involved in the development of future tender submissions and funding applications for Services for Children & Young People where required,
- To support with the identification and application for additional resources and funding streams for Services for Children & Young People where appropriate,
- To develop service user involvement in design and development of service models, participation and service planning,
- Effectively monitor and evaluate provision on a regular basis and implement changes to improve the service,
- To develop and manage volunteer and trainee counsellors to support the work and future development of the service.

Finance, HR, Health and Safety support

- To ensure robust monitoring of expenditure in line with planned budgets, seeking advice from Assistant Head of Operations as necessary,
- To provide day-to-day advice and support to other line managers on staffing and HR issues as appropriate,
- To oversee and ensure effective use of appraisal and PDP system,
- To be responsible for the recruitment of staff with support of Assistant Head of Operations,

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- Facilitate the provision of relevant training and development opportunities to ensure continuous professional development of colleagues,
- Facilitate the provision of relevant training to Gaddum colleagues of Child Bereavement and Palliative Care in the communities we support,
- Ensure health and safety legislation and risk assessments are known and adhered to within Services for Children & Young People,
- To monitor expenditure including expenses, events and activities and funding awards, ensuring best value for money.

Contract monitoring and compliance

- To coordinate internal systems for monitoring/audit to meet requirements of commissioners,
- To attend contract monitoring meetings with commissioners with Assistant Head of Operations as required,
- To maintain effective working relationships with commissioners and referrers, all associated service providers and other statutory and voluntary sector partners,
- To audit and report on compliance with the standards expressed within contracts and the duration of the term,
- To be responsible for interpreting local standards and policies to support both national and commissioner requirements/expectations in contracts and national directives,
- To develop and produce regular monitoring reports as required by Operations, applying development and solution focused principles to improve how we understand the impact of what we do,
- Undertake review and planning of the service as appropriate.

Other duties and responsibilities

- To represent Gaddum Centre and participate at external meetings and events,
- To maintain awareness of local, regional and national issues affecting the communities we support,
- To meet regularly with Assistant Head of Operations for one-to-ones,
- To organise and attend meetings as required by Assistant Head of Operations,
- To undertake additional duties within competence of post holder as required by Assistant Head of Operations,
- Promote Gaddum's Services for Children & Young People throughout Greater Manchester and to external organisations,
- Give presentations and talks about work of Gaddum as required.
- Flexible approach to working patterns to suit the needs of the role and responsibilities as required.

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- All other duties reasonably associated with your role.

The details contained in this job description, particularly the principal accountabilities, reflect the content of the job at the date the job description was prepared. It should be remembered, however, that it is inevitable that, over time, the nature of individual jobs will change; existing duties may be lost and other duties may be gained, without changing the general character of the duties, or the level of responsibility entailed. Consequently, this job description may be revised from time to time.

All staff are expected to work within all Gaddum policies and procedures.

| Criteria | Essential | Desirable | |
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| Qualifications & Training | <ul style="list-style-type: none"> • Educated to degree level, equivalent in Social Work, Youth Work, or other relevant community, health & social care. • Professional qualification or relevant prior experiential learning in CYP services • GCSE Grade C (or above) in Mathematics and English (or equivalent qualification) | <ul style="list-style-type: none"> • Evidence of continuous • Professional development • Qualification in management | AIT* |
| Knowledge & Experience | <ul style="list-style-type: none"> • Previous experience managing successful children and young people's services: including meeting associated Key Performance Indicators • Experience implementing clinical governance standards • Experience of working alongside business development functions to identify new revenue opportunities and mobilise new services • Demonstrable commitment to high professional and quality standards • Experience of accountability for service provision • Experience of performance management • Experience of ensuring contract compliance • Experience of monitoring and data submission | <ul style="list-style-type: none"> • Experience of managing health and social care services • Knowledge /Experience of working in voluntary & community sector • Knowledge and understanding of equality and diversity | A,IT |
| Skills and Ability | <ul style="list-style-type: none"> • Ability to work effectively within a partnership and as a team member • Self-motivation • Ability to understand budgets and analyse financial information • Ability to negotiate, influence and solve problems effectively • Proactive commitment to managing and resolving conflict • Excellent oral, written and communication skills with ability to draft and present reports • Excellent interpersonal skills with ability to quickly build a rapport & working relationship with stakeholders at all levels | <ul style="list-style-type: none"> • Ability to lead, motivate and manage a diverse team • Knowledge of Greater Manchester partner organisations and services • Knowledge of relevant legislation, policy & guidance relating to Gaddum services • Knowledge of practice issues for relevant professional groups. | A,IT |

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| | <ul style="list-style-type: none"> • IT literate including proficiency in all aspect of Microsoft Office • Strong attention to detail and highly organised approach to work • Ability to manage concurrent deliverables and work under pressure on a daily basis • An approach to project management focusing on solutions and outcomes – ,through to completion | | |
| Attitudes & Values | <ul style="list-style-type: none"> • Committed to equality & diversity • Committed to the values of Gaddum • Non – judgmental attitude • A flexible & positive work ethic | <ul style="list-style-type: none"> • Knowledge of Gaddum • Understanding of advice, support and guidance | A,I |
| Others | <ul style="list-style-type: none"> • Ability to travel throughout the areas where services are being delivered • Ability to work flexibility and unsocial hours as required | | A,I |