

Head of Young Futures Service – Job Description

Contract type	Permanent
Salary (FTE)	£55,509
Working hours	37.5 hours per week - with the requirement to work flexibly to meet the needs of the service including evening/ weekends on occasions.
Accountable to	Director of Housing
Responsible for	2 x Team Leaders, 1 x Night Manager, 1 x Life skills and Engagement Manager, overall responsibility for staff teams
Location	Dartford & Tunbridge Wells
Holiday entitlement	30 days plus 8 public/bank holidays
Key Relationships	Managers, Staff, Residents, Contractors and other YMCA users

Purpose of this role

YMCA Thames Gateway offers support and accommodation to young people in need and children in care. The service aims to help young people develop the skills and knowledge to be able to live independently and improve their life chances.

The Head of Support will be the strategic lead of the Young Futures Programme and ensure that accommodation and support services are delivered in a regulatory and contractually compliant way. The role will be the Registered Service Manager.

The role will ensure that Key Performance Indicators are being met with accurate reporting to Commissioners. Service improvement plans will be developed and implemented.



Main duties & responsibilities

Key Areas	Description
Leadership	<ul style="list-style-type: none"> • Provide strong and clear leadership - ensuring teams are managed, motivated, supported and driven to develop and provide excellent customer service. • Strategically lead in the delivery of high-quality services to our tenants, including excellent support provision, tenancy management and resident engagement. • Act as Registered service Manager for the Ofsted registered sites • Be part of the senior leadership team on call rota • Delivery of an effective night service
Contract Compliance	<ul style="list-style-type: none"> • Ensure that the Young Futures Programme is delivered in a regulatory and contractually compliant way • Ensure that Key Performance Indicator reporting is delivered accurately and on time to Commissioners • Carry out regular service quality auditing and regular resident service review • Complete the 6 monthly Ofsted Quality of Support Report • Provide information, monitoring statistics and reports to the Executive Director, Committees and Funders as required.
Service Improvement	<ul style="list-style-type: none"> • Project management of task & finish groups • Carry out performance analysis to identify key trends, issues and drivers • Identify opportunities for service improvement based on performance analysis and develop plans for improvement • Lead on delivery of service improvement plans • Ensure that resident enquiries and complaints are responded to within timescales and in accordance with YMCA Thames Gateway policies and procedures. • Capture and collate lessons learned, and share knowledge with colleagues across the Housing Directorate • Monthly reporting to Operational Delivery Board
Resident involvement	<ul style="list-style-type: none"> • Involve residents in service review activity and support opportunities for residents to be able to feedback and influence the services that they receive
Financial	<ul style="list-style-type: none"> • Set and manage budgets - oversee and operate within the annual financial budget - ensuring effective financial control and value for money. • Implement framework to enable capture of Social value
Housing Management	<ul style="list-style-type: none"> • Take full responsibility for the void and letting process ensuring targets are met and strategic plans are in place to address challenges. • Take full responsibility for the setting and achieving of rental income targets.



Partnership Working	<ul style="list-style-type: none"> • Develop external feedback mechanisms so partners are able to provide feedback and input into service delivery • Develop relationships with external partners to support and enhance service delivery
Health and safety	<ul style="list-style-type: none"> • Observe health & safety procedures in the workplace to ensure personal safety and the safety of colleagues and customers
Safeguarding	<ul style="list-style-type: none"> • Be a Designated Safeguarding Lead • To be aware of and to manage safeguarding, ensuring that safeguarding policies and procedures are adhered to • Compile monthly safeguarding reporting for team and ensure that process is being followed
Customer satisfaction	<ul style="list-style-type: none"> • Understand the needs of residents and ensure that services are inclusive to meet these needs • Develop good working relationships with other departments and external agencies
Regulation	<ul style="list-style-type: none"> • Ensure that you work in ways that meet the requirements of Ofsted regulation Work in a way that ensures that the contractual obligations contained in the Kent County Council 'Children in Care' contract

General

- There may be occasions when the post holder may be required to work at any other of the YMCA TG sites/offices in line with service needs.
- The post holder must at all times carry out his/her responsibilities with due regard to YMCA TG policies and procedures in particular Equal Opportunities, Health & Safety, Confidentiality, Safeguarding and General Data Protection Regulations.
- All staff have a responsibility to participate in the YMCA TG Individual Performance Review Scheme and to contribute to their own development, and the development of any staff they appraise or are responsible for.
- The above Job Description is not intended to be exhaustive, the duties and responsibilities may therefore vary over time according to the changing needs of the service.

Confidentiality

In the course of your employment you will have access to confidential information relating to YMCA TG business. You are required to exercise due consideration in the way you use such information and should not act in any way, which might be prejudicial to the YMCA TG interests. Information which may be included in the category which requires extra consideration covers both access and to the general business of the YMCA TG and information regarding individuals. If you are in any doubt regarding the use of information in the pursuit of your duties you should seek



advice from your manager before communicating such information to any third party.

General Data Protection Regulation (GDPR)

YMCA TG is registered under the General Data Protection Regulation (GDPR) 2018. You must not at any time use the personal data held by YMCA TG for a purpose not described in the Register entry or disclose such data to a third party. If you are in any doubt regarding what you should or should not do in connection with the General Data Protection Regulation then you must contact the Corporate Services Manager.

Safeguarding

YMCA TG is serious about safeguarding. The YMCA TG is committed to protecting the welfare of all children, young people and those adults who may be at risk of harm, as they participate in its services and/or activities. There are policies and procedures across our businesses to ensure a focus on the safety of children, young people and those adults who may be at risk of harm. Employees and volunteers throughout YMCA TG are responsible for ensuring they are familiar with these and new employees and volunteers are appropriately inducted. Any concerns in relation to Safeguarding should be reported to departmental Safeguarding Leads in the first instance and/ or escalated to the Executive Safeguarding Lead.

Equality Diversity & Inclusion

YMCA TG is an Equal Opportunities employer and all employees are required to abide by and promote the policy and code of practice, as well as being aware of and operate within all relevant legislation.

Health & Safety

Employees must be aware of the responsibility placed on them under the Health and Safety at Work Act (1974) to maintain a healthy and safe working environment for both staff and visitors. Employees also have a duty to observe obligation under YMCA TG and departmental Health and Safety policies, and to maintain awareness of safe practices and assessment of risk.

Financial Regulations

All staff are responsible for security of the property of the YMCA TG, avoiding loss or damage of property, and being economical and efficient in the use of resources. Staff should conform with the requirements of the standing Orders, Standing Financial Instructions and other financial procedures including the Code of Conduct and Accountability and the Fraud and Corruption Policy.

A = Application form/CV
T = Testing/Assessment

I = Interview
P = Presentation

Person Specification – Young Futures Service -

Criteria	Essential	Desirable	Assessed by
Education / Qualifications			
Ability to work towards relevant Level 5	X		A/I
Level 5 in Leadership and Management in Residential Child Care		X	A
Experience			
At least two years, within the last five-year period, in a position relevant to the residential support of children or adults	X		A/I
Contract management of an externally funded service	X		A/I
Leading service improvement or project management	X		A/I
Experience of working with young people		X	A/I
Track record of working with service users to improve service delivery	X		A/I
Experience of dealing with challenging and difficult situations	X		A/I
Experience of working with customers with diverse needs	X		A/I
Working in partnership with external agencies to deliver success	X		A/I
Knowledge, Skills & Abilities			
Understanding of the Ofsted Quality Standards	X		A/I
Understanding of the challenges young people face	X		A/I
Understanding of the role of designated safeguarding Lead		X	A/I
Ability to balance competing priorities	X		A/I
Sound planning and analytical skills	X		A/I
Good report writing skills for a range of audiences	X		A/I
Ability to take part in 'on call' rota	X		A/I

Personal Qualities			
Values diversity and social inclusion	X		A/I
Strive for excellence	X		A/I
Self-motivated to succeed and enjoy motivating others	X		A/I
Honesty & Integrity	X		A/I

Ofsted & DfE requirements require the Registered Service Manager to:

- Be of integrity and good character
- Be mentally and physically fit to manage the supported accommodation undertaking.

