

<b>JOB DESCRIPTION:</b>	Children and Young People's Service Manager (IAG)
<b>REPORTS TO:</b>	Head of Services
<b>LOCATION:</b>	Home or Office based. Occasional travel to the office and locations around the UK required.
<b>LINE MANAGES:</b>	Education Inclusion Coordinator, CYP Coordinator (up to five direct reports)

#### **PURPOSE:**

The Children and Young People's Service Manager (IAG) provides the cross organisational expertise that will ensure that the voice and experiences of children and young people with spinal cord injury is considered in all we do.

Working with children and young people and their families, they will lead a service that provides specialist information, advice and guidance to navigate multiple systems, services and organisations so that they can access the care, equipment and social support they need at the right time to ensure that children and young people with a spinal cord injury;

- Are able to reach their full potential
- Have the confidence and practical skills to live a full independent life
- Have support to achieve the goals that matter to them

The role will work in partnership with the rest of the Back Up team, NHS SCI paediatric services and other statutory partners.

#### **VALUES**

All roles at Back Up should reflect our core values:

**We embrace challenge**

Challenge is central to our learning and growth; it helps us gain knowledge and skills. By finding ways to overcome challenge and move forward we gain a sense of achievement, supporting us to realise our full potential.

**We have fun**

We believe that having fun allows us to connect with others, whilst opening up opportunities to develop, achieve and get the most out of life, showing that there is a positive future after spinal cord injury.

**We build inclusive communities**

We achieve more for people affected by spinal cord injury when we work together. We are collaborative and inclusive in our approach. We embrace diversity, working with and supporting individuals, groups, and the wider spinal cord injury community, bringing people together.

**We are ambitious for each other**

We are driven by the needs of people with a spinal cord injury and their families. We are passionate, striving to be the best. We set high standards, and we work hard to reach them. We are proactive, push boundaries, try new approaches and we learn quickly. We recognise that failure doesn't have to equal loss, rather an opportunity for growth. We listen to what people affected by spinal cord injury want and we seek innovative responses based on their feedback.

## **PRINCIPAL ROLE:**

The Children and Young People's Service (IAG) Manager will act as a champion for children, young people with spinal cord injury and their families, both internally and externally, empowering and enabling them to access the support they require and are entitled to, to reach their full potential.

They will lead on the development of the service to ensure it is available to every child or young person with a spinal cord injury.

## **SPECIFIC DUTIES:**

The postholder will be an innovative, creative and reflective professional and will be passionate about working co-productively with parents/carers, children and young people to ensure that Back Up's Children and Young People's Service constantly improves, develops and improves outcomes.

There are three key elements to the role:

1. The Children and Young People's Service Manager (IAG) will work with internal stakeholders to ensure that the interests of children and young people with spinal cord injury are considered in all we do. They will provide functional leadership to other CYP colleagues to inform their programmes of work, including on Education Inclusion and in providing support and input to the Youth Advisory Group. They will lead on the development of the service to ensure it is available to every child or young person with a spinal cord injury.
2. The Children and Young People's Service Manager (IAG) will facilitate family focussed support by working with families to help navigate and access statutory services whilst maintaining independence, providing appropriate challenge to system partners when necessary. This will involve using your skills and knowledge to support a varied and complex caseload by actively pursuing and embedding joined up, consistent and person-centred support; constructively challenging the status quo and persuasively working with a range of service providers, teams and organisations and their staff at all levels of seniority.
3. The Children and Young People's Service Manager (IAG) will lead the development of a range of Information, Advice and Guidance resources relevant to the audience, ensuring co-design & co-production; user engagement and peer support to help keep the voice of children and young people with spinal cord injury central to the wider work of Back Up's service.

The Children and Young People's Service Manager (IAG) will do this by:

- Building and maintaining productive and trusting relationships with children, young people and their families, monitoring and reviewing their needs on a regular basis to gauge ongoing support requirements and address any challenges.
- Providing specialist SEND information, advice and support to parents, carers and young people with spinal cord injury.
- Empowering families to make informed contributions and decisions related to their education, health or care, through individualised support and guidance.
- Manage a varied and complex caseload covering a range of issues affecting children and young people including, but not limited to: inpatient or residential care, information related to Care, Education & Treatment Reviews (CETRs), Education, Health & Care Plans, support within educational settings, dispute resolution, education and Post 16 options; school exclusions, complaints.

The role will deliver support to children and young people with spinal cord injury and their families by:

- Liaising constructively with key professionals, internal teams and other agencies.
- Acting consistently, energetically and proactively on behalf of the child, young person and their family.
- Being a champion of rights based, person-centred care, empowering young people's voices on behalf of the child, young person and their family, working as partners to explore what matters to them, together identifying what support is required to help them achieve their full potential and achieve the goals that matter to them.
- Providing person centred information, advice and guidance to children, young people and their families related in line with Care Act (2014) Children and Families Act (2014); SEND Code of practice (2015); Equality Act 2010 in a range of formats.
- Empathising and working with clients professionally in times of distress.

- Developing a robust communications & engagement strategy designed to provide clear, supportive communications to children, young people and their families and services including but not limited to user-friendly explanations information and resources.
- Participating in CPD and other training activities keeping abreast with relevant research and national guidance.

### Line Management

- Provide excellent line management support to the CYP team within the postholders remit, offering cross organisational support where required.
- Follow Back Up's performance management procedures to support staff to thrive and achieve in their roles.
- Identify and pursue development opportunities for self and staff to establish a culture of continuous improvement.

### Key Relationships

The post holder will be required to proactively engage with children, young people and their families, CCG, Acute Trusts and Community Services, Local Authority and Education providers as well as a range of other internal and external stakeholders including:

- Service Users young people / young adults and Parents/Carers
- Back Up colleagues across services, fundraising and operations
- CAMHS practitioners and leadership teams
- Local authority social care, SEND and education officers and leadership teams
- Professional Leads
- Education providers
- Other professionals working with children and young people in social care, health, education and the third sector
- Service Commissioners

## **PERSON SPECIFICATION**

### **Requirements**

- Work flexibly within a team and communicate well with other colleagues, ensuring all records are comprehensive and that colleagues, including relevant senior managers, are briefed on potential issues.
- Manage difficult relationships with other parties which arise out of case management, reporting difficulties and seeking support to manage as required.
- Taking a proactive approach in engaging and liaising with service users and stakeholders that supports the provision of person-centred support.
- Provide services with specialist advice on legislative and statutory duties and expectations.
- Develop close and productive partnership working with other services involved with the child or young person including NHSE Case Managers and commissioners. education, CAMHS, social care and in-patient settings.
- Contribute to information and training sessions on issues relating to spinal cord injury to families, educational settings and professionals.
- Lead the development of varied and accessible formats for communicating and delivering information to families, including use of social media.
- Appreciate and learn from children & young people and their family's stories and articulate this to inform service development and redesign.

The postholder will need to be highly organised in relation to work programming and in time management, with excellent attention to detail and ability to adapt to changing programme requirements.

The postholder is specifically required to work in a proactive manner, identifying problems and proposing solutions and alternative courses of action whilst promoting a philosophy of putting the child or young person's needs first at every opportunity.

The postholder will be required to:

- To use Back Up's electronic communications system, database, spreadsheets, word processing packages and templates competently and promote good data management practices. Support the Children and Young People's Services Manager to analyse, interpret and present data and information to highlight positive outcomes, issues and risks to support and enable decision making.
- Adhere to risk and safeguarding management plans and ensure service procedures for managing risk are followed, seeking appropriate advice and authorisation from managers where required.
- Ensure the Service's procedures for reporting risk of significant harm to children are always followed, and to seek appropriate advice and authorisation.

### **Essential Requirements**

- Relevant qualifications and training including IAG Level 3 to 6 (or working towards)
- Knowledge acquired through experience or training.
- Evidence of continued professional development.
- Lived experience of spinal cord injury

### **Skills and Abilities**

- The ability to work within professional boundaries relating to the giving of advice and information and responsibilities of confidentiality.
- Ability to challenge practice and decisions in a professional way providing evidence and clear reasoning as to what action is required.
- Ability to build constructive positive relationships with both external and internal contacts to achieve results for the young people and families that use the service.
- High level of interpersonal skills, tact and diplomacy to relate positively to parents, carers, children and young people and promote good relationships.
- Ability to demonstrate empathy, active listening, sensitivity and reflection in responding to enquiries by families, whilst maintaining emotional resilience.
- Ability to work in a supportive impartial manner to empower parents and carers of children with spinal cord injury, providing advocacy when needed.
- Able to identify, solve problems and mediate between parents/carers and a range of agencies.
- Ability to communicate confidently with people at all levels including children & young people; parents & carers; clinicians & practitioners and senior managers.
- Ability to help parents/carers and children & young people to interpret and understand professional reports.
- Ability to demonstrate active listening and to accurately represent the views and wishes of the child/young person and their family.
- Ability to support children, young people and their families to prepare for multi-agency meetings.
- Ability to analyse very complex issues where material is conflicting and drawn from multiple sources;
- Ability to prepare and produce concise communications for dissemination to a broad range of stakeholders as required;
- Ability to represent Back Up's Services appropriately to service users, and members across partner agencies
- Standard computer skills

### **Experience:**

- Demonstrated experience in a SENDIASS / key worker or other similar setting in an advisory or support role.
- Experience of working to support disabled children & young people aged 0-25 and their families
- Experience in line management
- Demonstrated experience of co-ordinating projects in complex and challenging environments.
- Experience of managing and caseloads with competing demands.

**Knowledge of:**

- Education Act 1996
- Chronically Sick and Disabled Children 1970
- Equalities Act 2010
- SEN Code of Practice 0-25, 2015
- SEN Regulations 2014
- Tribunal Procedure (First Tier Tribunal) (Health, Education and Social Care Chamber) Rules 2008
- Children and Families Act 2014
- Knowledge of associated legislation including, Working Together, Adoption and Children Act 2002, Leaving Care Act 2000, Positive and Proactive Care April, 2014, for example.
- Knowledge of child development.
- Strong, holistic understanding of the education, health and care system.
- Knowledge of processes relating to special educational needs including SEN Support; Education, Health & Care Plans; transport, post-16 options and SEND Tribunals, for example.
- Knowledge and awareness of provision, as well as how to apply in practice.
- Strong understanding of children's mental health and human rights.
- Ability to work as part of a team and work flexibly to provide support to other departments and teams as and when necessary.