



Young Carers Development Trust

JOB DESCRIPTION

POSITION:	YCDT Service Manager (Long-term Mentoring Program)
SALARY:	£35,000 - £40,000 (dependent on experience)
CONTRACT:	Not fixed term
HOURS:	37.5 per week, including occasional evenings
LOCATION:	The successful applicant would ideally need to live within a 1/2-hour drive of Bristol / Bath as the role is hybrid - home working and community based across BANES, Wiltshire, N. Somerset, Bristol & S.Glos (a travel allowance of 45p per mile will be paid)
MAIN RESPONSIBILITIES	<ul style="list-style-type: none">● Leadership of long-term mentoring program● Volunteer recruitment, training, management and supervision● Ensuring young carers receive an appropriate support package● Designated Safeguarding Lead (DSL)● Monitoring and evaluation● Organising 4 events per annum for young carers and volunteers
HOLIDAY:	25 pro rata (plus 8 bank holidays)
PENSION:	YCDT will make a 4% contribution if you enrol into the NEST pension
RESPONSIBLE TO:	CEO and trustees
TIMELINE:	Closing date 30th September, interviews w/c October 14th 2024
HOW TO APPLY:	<p>Please upload your CV, a supporting statement of no more than 2 sides of A4 addressing the person specification and a signed additional information form.</p> <p>For more information or informal questions please contact YCDT's current Service Manager Melanie Rees 07368 610881 or email melanier@ycdt.org.uk</p>

YCDT is seeking an experienced individual to support the development of our young carers and Development Mentors (DMs) in their work. You will be one of four directly employed staff members. The Charity Manager and CEO oversee the development, governance and administrative elements of the charity's work and you will work closely together to ensure that cover is provided. You will provide supervision and support to our team of Development Mentors (there are currently approximately 30). You will be fully supported by the board of trustees.

The Service Manager has oversight of the young carers that we work with and there are a series of targets and deadlines associated with this role. Not all targets will be met directly by the Service Manager personally but through networking, using existing contacts and resources and by delegation to the appropriate trustees and other persons/ third parties.

About this role

We are recruiting a Lead Mentoring Project Officer to launch and manage our high-quality 1-year Mentoring Programme that supports young carers aged 14-16 to achieve goals tailored to their needs. Each cohort will be delivered through a combination of 1:1 mentoring and monthly groups with a maximum of 8 mentees and 2 mentors. The programme aims to help the mentees improve their educational attainment, identify routes into further and/or higher education and apprenticeships, increase independence skills, build confidence, access appropriate services, reduce isolation and build resilience. You will work in partnership with the Mentoring Project Officer and under the supervision and guidance of YCDT's Service Manager.

We are looking for an outstanding candidate who is passionate about supporting young carers to reach their full potential. We do not expect you to have direct experience of mentoring or working with young carers but we do expect you to have empathy, good listening skills and a strong knowledge of the needs and common challenges of young people aged 14-16 with a passion to make a real difference in their lives.

You will be responsible for building and maintaining strong partnerships with community organisations and to generate and maintain steady referrals to the programme. You will be required to assess young carers' needs and in conjunction with the second Mentoring Project Officer, deliver one-to-one and group support to the mentees, carefully monitoring their progress. Further to this, you will be responsible for responding to safeguarding concerns and maintaining strong professional boundaries.

You will be required to evaluate the progress of individuals, keeping databases up to date and maintain accurate reporting. Due to the nature of the pilot programme, flexibility will be key to success.

You will be one of five members of staff working alongside a team of dedicated volunteers. Being part of a small team, you will get the opportunity to contribute ideas and help shape YCDT as we grow and are supporting more young carers than ever before.

We welcome and encourage applications from people of all backgrounds, particularly those with a lived experience of having caring responsibilities. If you think you have the skills and experience to be one of our new Mentoring Projects Officers, we would love to hear from you.

The job description as described will be reviewed on a regular basis to respond to any changing needs of the post.

Main duties and responsibilities

Partnerships and Referrals

1. To work with schools, local carer services and community organisations to create referral and access pathways into and out of the mentoring programme and to promote the programme as widely as possible.
2. To ensure partners are kept up to date with information about the mentoring programme and are supported to make referrals on an ongoing basis
3. Provided consent is gained, to report back to the referral organisations to highlight progress that is achieved through the mentoring programme as well as any challenges.
4. To set up and deliver regular school outreach sessions to generate referrals
5. To represent YCDT an any relevant external networking meetings

Young Carer Assessments and Support

6. To carry out thorough assessments of young carers referred to YCDT to understand their support needs in order to provide appropriate mentoring.
7. To explain the Mentoring Programme to young carers who may have never heard of the term 'mentoring' before.
8. To build relationships of trust with the young carers so that they can inform you of any problems arising within the mentoring sessions and so that you can effectively track their progress.
9. To provide between 4-6 one-to-one mentoring sessions for each mentee.
10. To deliver 6 x monthly group work sessions for each mentee with an anticipated total of 18 cohorts per annum.
11. At the end of each group work cohort to jointly deliver a celebration activity.
12. To transport young carers to and from each group work session and celebration event.
13. To keep in contact with your mentees throughout their mentoring to ensure they are being supported effectively and are happy with their mentoring sessions.
14. With each mentee, to write a support plan upon completing the programme to identify continued community support.

Monitoring and Evaluation

15. To ensure our Lamplight CRM is up to date and has accurate information, including updating case notes and safeguarding concerns in a timely manner.
16. To ensure you and the other mentor complete session reports after each mentoring session and complete an Outcomes Star at the initial assessment, midway through the mentoring and upon completion.
17. To monitor and evaluate the service, including gathering and uploading data from evaluation forms and surveys.

18. To attend regular supervisory sessions with the Service Manager and produce verbal/written reports on the programme as appropriate.
19. To produce a monthly budget report for the project for the Service Manager.

Other Duties

20. In conjunction with the Service Manager, organise and deliver an annual Young Adult Carer Aspirations Conference.
21. To jointly design the group work sessions and adapt to feedback as needed.
22. To process all expenses, invoices and receipts in line with financial management systems and adhere to budgets in line with funding requirements and produce a monthly report.
23. To act at all times in compliance with all policies and procedures of YCDT and ensure systems are managed in line with GDPR.
24. To undertake training relevant to the job in order to keep up to date with issues relevant to providing good service for young carers and our partners.
25. To undertake any other appropriate duties relevant to the post.

A Operational

Development Mentors

The Service Manager is responsible for

- Developing the job description and recruiting DMs in line with YCDT's Safer Recruitment policy. This includes background and DBS checks, induction and ongoing training and development.
- Maintaining an ongoing positive, supportive relationship with all DMs.
- Identifying training needs and providing training for DMs as part of a structured development programme that reflects the needs of the young carers
- Supporting DMs to build and implement young carer actions plans with the aim of supporting their young carer to reach their potential
- Supporting DMs to identify and report any concerns including safeguarding concerns
- Carrying out initial monthly supervision sessions with new DMs and thereafter, quarterly supervision hubs with DMs and record notes for meetings as a routine.
- Running group support sessions for DMs
- Organise an annual get together each summer for DMs, staff and trustees

Young Carers

The Service Manager is responsible for:

- Working with the Charity Manager to network with Young Carers referral agencies, including providing regular updates on the young carers referred.
- Managing the initial referral process

- Identifying appropriate referrals, liaising with the referral agency and young carer's family and matching them with a suitable DM.
- Supporting the development of a productive and healthy mentoring relationship between the DM and young carer that is strengths-based and orientated around the young carer's needs, interests, and ambitions
- Acting as designated safeguarding lead (DSL) and logging and reporting any concerns to the appropriate trustee
- Using a multi-agency approach to prevent and address safeguarding issues
- Liaising and networking with other organisations to implement an effective support and development plan that will help the young carer reach their potential

Ambassadors

- Assisting YCDT's Administrative Assistant to develop and implement an "Ambassadors Programme" for our alumni which includes young carers' consultation in its design and offers a bespoke training package and further development opportunities.
- Provide opportunities for Ambassadors to inspire, encourage and motivate other young carers.= and invite them to attend social activities.

Outreach and Service Development

The Services Manager is responsible for:

- ❖ Developing the reputation, range and offer of YCDT by :
 - Forming and maintaining relationships with young carer services regionally and nationally.
 - Forming and maintaining relationships with organisations/institutions that will support YCDT's mission (e.g. universities, schools, widening participation programmes etc)
 - Supporting YCDT's hosting of a targeted annual "YAC Aspirations Conference" for young carers and young adult carers with contributions from the aforementioned networks
 - Organise four YC activities per annum (one with development mentors)

Lamplight CRM

The service manager is responsible for ensuring all mentors receive induction and ongoing training as needed in relation to the Lamplight database system. Additionally, they will be responsible for producing reports from Lamplight for the purpose of trustee meetings and reports, funding and service evaluation.

B. Strategic

The Service Manager is responsible for:

- Supporting the CEO, Charity Manager and trustee board to develop strategic plans to support the stability and growth of the charity.
- Attend and provide the agenda for quarterly "service delivery and development" subcommittee meetings and implement motions carried forward.
- Prepare a report for and attend quarterly trustee board meetings.

C. Monitoring and Evaluation

The Service Manager is responsible for:

- Designing and implementing tools fit for monitoring and evaluating all YCDT services/offers
- Using these tools as a feedback loop to improve our services and reporting
- Creating an annual Impact Report, supported by the Charity Manager
- Running an annual young carer survey and using the results to improve our service
- Running an annual DM survey and using the results to improve volunteer experience
- Using young carer consultation at strategic levels to develop the service

D. Governance

The Service Manager is responsible for:

- Supporting the Charity Manager to update policies and procedures as required (supported by trustees).
- Implement all operational policies and procedures, work with the Charity Manager to update as necessary and review annually.

E. Financial / Fundraising

The Service Manager is responsible for:

- Supporting the Charity Manager to ensure that all DM and young carer related expenses and financial records are kept in order at all times.
- Providing the CEO and Charity Manager with appropriate case studies, impact data and reports for our funders.
- Achieving an annual minimum £10,000 fundraising target.

F. Marketing and communications

The Service Manager is responsible for:

- Ensuring that the Charity Manager has fresh content for use across all our media.
- Ensuring that there are effective means of communication in place between young carers, DMs, trustees and our networks and that the charity remains GDPR compliant
- Using social media to promote our work and mission.

Further Information

- You must have the right to work in the UK to apply for this job
- You will need a full, clean driving licence and use of a car
- You must adhere to YCDT's Equal Opportunities at all times
- Your employment at YCDT is subject to two satisfactory references and an enhanced DBS check
- There is a 3-month probation period for this role
- In your supporting statement, please demonstrate how you meet the person specification of this post and explain why you would like to work for YCDT
- For more information about YCDT please visit our website www.ycdt.org.uk or contact our current Service Manager Melanie Rees melanier@ycdt.org.uk / 07368 610881

Person Specification

<i>Skills and Experience</i>	<i>Essential / Desirable</i>
Working with young people	
Experience of supporting young people's education and personal development	<i>E</i>
Experience of mentoring and/or working in the education system	<i>D</i>
Experience of supporting young people with mental health issues	<i>E</i>
Experience of organising group activities	<i>D</i>
Communication skills, training and outreach	
Strong communication skills including listening skills and empathy	<i>E</i>
Excellent IT skills, the ability to use spreadsheets, databases and emails effectively	<i>E</i>
Full driving licence and own transport and willing to travel across the region	<i>E</i>
Confident speaking to professionals and ability to promote service	<i>E</i>
Programme Management	
Excellent programme management, planning and coordination experience	<i>E</i>
Experience of monitoring and evaluating programmes effectively	<i>D</i>
Highly competent in prioritising workloads, with strong organisational skills	<i>E</i>
Experience of monitoring and evaluation and producing reports	<i>E</i>
Experience and knowledge of supervising volunteers	<i>E</i>
Knowledge	
Good knowledge of the education system and accessing educational opportunities	<i>D</i>
Knowledge and understanding of the issues faced by young carers	<i>D</i>
Knowledge of support organisations and potential referral partners	<i>D</i>

Good knowledge of safeguarding practices	<i>E</i>
Personal attributes	
Ability to work within a team as well as independently	<i>E</i>
Committed to YCDT's mission, vision and values	<i>E</i>
Sound judgement, able to overcome challenges in a calm and professional manner	<i>E</i>
Highly motivated with energy and determination to achieve great results	<i>E</i>
Trustworthy, non-judgmental, caring, proactive, self-motivated and hardworking	<i>E</i>