

BECOME.

THE CHARITY FOR CHILDREN IN CARE
AND YOUNG CARE LEAVERS

Job Description: Services Manager

Job title: Services Manager

Reporting to: Director of Services

Responsible for: Team of 6 incl. 5 direct reports

Purpose of role: To manage our existing services for care experienced children and young people, and colleagues delivering these, ensuring quality support, demonstrable impact, and that we reach care experienced children and young people across England, including those facing additional disadvantage; to ensure ongoing service improvement, and development of new services, based on insights from service delivery, external evidence and the views of young people; to ensure insights from service delivery supports our Policy, Campaigns, Communications and Fundraising activity.

Salary: £41,000 p/a

Hours: 35 hours p/w (flexible working arrangements considered)

Pension: 5% employer contribution

Leave: 28 days per annum - pro-rata (*for part time roles*), plus bank holidays

Location: We are currently hybrid working: *our team is largely home-based with some in-person attendance and meetings expected (mainly at our central hot-desking location in Old Street, London) in addition, for non-London based staff, we will consider hot-desking options near you, if required. We are open to conversations about flexible working arrangements.*

About Become and the Services Manager role

Become, the national charity for children in care and young care leavers, is here to make a difference to individual lives right now, and the care system as a whole for future generations. We believe that young people who've experienced care should have the same chances as everyone else to live happy, fulfilled lives. We put young people at the heart of everything we do – helping them to be powerful agents of positive change in their own lives, in the care system and in society.

Now is a critical time to join Become with rising numbers of children in care and the need for our support greater than ever before.

We have ambitious plans for the future to reach more children and young people to help them to believe in themselves and shape the future they want and to tackle the structural and systemic issues holding young people back.

We have programmes of work that really make a difference, a welcoming and collaborative culture and a growing group of expert staff passionately committed to improving outcomes for children in care and young care leavers.

We are looking for an inspirational leader with the skill, energy, and enthusiasm to manage Become's Services Team, to deliver and expand services that make a real difference for care-experienced children and young people across England.

At Become, we put care-experienced children and young people's voices, opinions and needs at the heart of everything we do. Our services support young people to know and secure their rights, connect with their peers, progress towards their future goals, and use their experience to influence decision-making.

Our Services Team currently delivers a **Care Advice Service** (a Care Advice Line, 1-to-1 support, group workshops on *Rights & Entitlements of Care Leavers*, and advice surgeries), 1-to-1 **Coaching** for young care leavers, **Propel to Education** and **Propel to Work** (support towards higher education / further education, and vocational and employment opportunities), and **Link Up**, a community of young care leavers connecting and having fun together. We involve young people in **participation** opportunities, enabling them to shape our services and our work. Our support is delivered virtually and in person.

As an organisation serving children in care and care leavers, we are keen to receive applications from people with experience of care and recognise the importance of having care experienced staff within our team. We are also actively seeking to bring diversity of perspectives and experience, and especially welcome applications from people with disabilities, from Black, Asian, Minoritised Ethnic backgrounds and LGBTQ communities. Become is committed to tackling systemic racism and providing an inclusive, equitable workplace. We recognise that embedding equity, diversity and inclusion principles is an ongoing journey and one which we are determined to invest in.

At Become we strive to embed our core values into all aspects of our work;

Honesty- We represent the experiences of children in care and young care leavers with honesty and integrity, and act in their best interests.

Respect - We listen to care-experienced people, and we work in partnership with them to improve the experience of being in care and life after care.

Kindness - We care about the young people we work with, and we help the care system to be more like a good parent. We look after ourselves and after each other so we can be our best for young people.

Empowerment - We help children and young care leavers to be powerful agents of positive change in their own lives, in the care system and in society.

Optimism - We are angry about the times when the care system and society let young people down, but ambitious, determined, and optimistic about our ability to make things better.

Job Overview

Key responsibilities:

- Lead the development and delivery of services that support children in and from care
- Manage a team of staff providing direct support to children and young people, 1-to-1 and via group work, leading regular team meetings, case discussions and supervisions
- Develop and implement case recording and evaluation tools to capture our work and its impact
- Monitor individual and team performance against service KPIs, outputs and outcomes, using this to inform planned work across the team
- Work directly with children and young people, enabling them to shape our services team's work by planning and leading youth participation opportunities
- Represent our Services Team and Become at external events, raising awareness of our services
- Work closely with internal colleagues and teams, sharing practice insights and information
- Develop partnerships with external organisations, including local authorities and specialist voluntary and community sector organisations to enable young people's access to services
- Work with the Director of Services to develop Become's services for care experienced children and young people, in line with our strategic priorities and business plans, including development of digital service offers
- Act as Designated Safeguarding Officer, advising staff on safeguarding concerns and promoting quality safeguarding practice
- Support the development of the Services Team's annual budget, and manage and plan spending against this throughout the year
- Gather insights from services team to share with internal teams, informing their work
- Uphold the organisation's values (and ensure the team upholds these)
- Embed Equity, Diversity, and Inclusion principles into your work practices

Who you are

Personal Qualities, Knowledge, experience and skills

- You have a passion for our mission, vision, and values
- You understand the importance of Equity, Diversity and Inclusion and commit to helping create a culture with EDI (Equality, Diversity and Inclusion) at its heart
- Significant experience of working with children and young people in a range of professional settings
- Knowledge of the key issues experienced by care experienced children and young people
- Experience in effective service design and delivery, development of processes and systems
- At least 3 years of staff and project/ service management experience, including supervision and practice development
- Extensive experience of developing effective relationships with a range of stakeholders, including those in education, charity or local authority settings
- Good working knowledge of child and adult safeguarding legislation and procedures
- Ability to communicate effectively (both written and verbal) including use of IT systems

- Experience of working with databases and of monitoring and evaluating youth programmes
- Excellent relationship-building skills, able to build rapport and collaborate with others
- Experience of managing and monitoring budgets
- Ability to provide leadership and management
- Understanding of trauma informed practice, and experience of applying this in practice
- Understanding of digital and online service delivery methods