

Job Role: Targeted Manager

Accountable to: Head of Operations

About Blackburn & Darwen Youth Zone:

Blackburn & Darwen Youth Zone is a 21st century youth hub located at the heart of Blackburn and a dedicated site in Darwen, open to young people aged 5 to 25 years old, aiming to change the prospects offered to young people in the area. Our vision is to be at the heart of the community, collaborating to create a more cohesive and prosperous Blackburn and Darwen.

We are one of the leading youth organisations in Blackburn, with a membership of over 4,000 young people. We are open seven days a week, 52 weeks a year and offer over 40 activities and opportunities in our open-access youth club.

Context of Role:

Blackburn & Darwen Youth Zone is an iconic, state-of-the-art facility for young people in the heart of Blackburn, which opened in June 2012.

As the Targeted Service Manager, you will be crucial in leading a team of practitioners and overseeing services designed to address the unique needs of young people with known vulnerabilities. This position is pivotal in creating a supportive and empowering environment for individuals facing various challenges such as socio-economic disadvantages, mental health issues, involvement in the juvenile justice system, or other vulnerabilities.

Your primary responsibility will be to develop and implement targeted support programs that cater specifically to the diverse needs of young people in the community. This includes collaborating with community stakeholders, local agencies, and relevant partners to create a comprehensive network of resources and services. You will work closely with a multidisciplinary team to design and deliver interventions that address the underlying factors contributing to young peoples vulnerabilities, to foster resilience, personal development, and positive life outcomes for the youth.

Taking the lead responsibility for Safeguarding and child protection, you will promote a culture of effective safeguarding across the organisation to ensure no need is left unmet, identifying performance gaps and meeting training needs in this area.

Main Responsibilities:

- To manage a dedicated team to lead a high-quality programme of positive activities and targeted intervention support and activities –including group activities, 1-1, family and professional meetings.
- To create programmes and opportunities which provide tangible outcomes for young people, which leads to greater prospects, improved health, wellbeing, education, skills, aspirations and social cohesion.
- Represent the service at relevant meetings both within the council and with partner agencies.
- Commitment to work evenings and weekends, depending on the service needs, including at least 2 evenings per week, providing support, coaching and quality assuring sessions.

- Manage, supervise, direct, and support a team of full-time employees.
- Ensure all necessary monitoring and recording activities are completed accurately and efficiently.
- Strong ability to capture content, date and impact and write impactful reports concerning your service
- Manage and lead on implementation monitoring and evaluation systems across the provision.
- Manage provision performance, providing monthly analytics, quality-assuring data, ensuring CRM system is effectively being used and being able to provide improvement plans where provision may be underperforming.
- I am responsible for weekly/monthly timesheet governance and driving the team to use the function more accurately/effectively.
- Support maintenance of appropriate standards and documentation relating to Health and Safety, including Risk Assessments and procedures around Safer Working Practice.
- To engage in effective working relationships with an agreed range of partners.
- To contribute to the promotion and marketing activities of the Service
- To provide 1:1 support to an allocated caseload of young people identified for targeted support.
- Provide 1:1 support to young people in our universal sessions.
- Complete regular quality assurance, using your findings to influence and direct growth, plans and constructively improve practice.
- To have DSL responsibility for promoting and safeguarding the welfare of children and young people at all times, including recording and documenting all concerns and liaising with the Safeguarding Manager.
- Ensure there is a robust approach to risk management, including person-centred risk assessment and risk management processes.

Measurable Outputs (As determined by the business plan and departmental KPIs):

- Services performance as per KPI's, which may include attendance, young peoples progress and other related measures
- Employees performance as per our performance matrix
- Outcomes for young people
- Ability to meet and/or exceed grant and trust conditions

Person Specification:

Education/Training/Qualifications

- Five GCSEs or equivalent at Grade C or above. *(Essential)*
- Educated to NVQ level 3 or (or equivalent) in a relevant subject: e.g youth work, social work, teaching, health and social care
- Relevant professional qualification. *(Essential)*

Experience:

- Experience of working at the management level with vulnerable children or young people
- Experience of dealing with child protection and safeguarding concerns
- Experience of keeping accurate records for monitoring and review purposes.
- Experience of undertaking needs assessments with individuals and coordinating support in line with unmet needs.

- Experience of taking a multi agency approach to addressing the needs of young people.
- Experience of delivering group work activities
- Experience of managing Volunteers and / or Mentors as a means of developing children and young people within the areas of personal and social development (Desirable)

Skills/Abilities:

- Ability to communicate effectively and sensitively with children, young people and adults
- Ability to manage behaviour in a consistent and appropriate manner
- Excellent interpersonal skills, with significant experience of building, managing and sustaining relationships with a wide range of people.
- Ability to assess and balance risks associated with delivering activities for children and young people.
- Good organisational skills with an ability to prioritise work, meet deadlines and work effectively under pressure.
- A self-starter, with the ability to drive efficiencies through fresh thinking
- Ability to reflect on and develop practice
- Ability to work flexible hours to meet the needs of children (evenings, weekends, residential)
- Demonstrate an interest in promoting positive wellbeing both personally and in a professional environment, with experience in this area preferred

Knowledge

- Knowledge of Child Protection legislation and commitment to Safeguarding children and young people
- Ability to engage hard to reach young people
- Actively keeps up to date with Children and Young people policy and best practice
- Understanding of the issues that impact on the lives of young people

Working hours

The usual hours of work are 9am to 5pm with a 30 minute lunch break.

You will be expected to work two evenings (up to 7.00 pm) or when required (as per the needs of your service) to quality assure, coach and mentor your supporting team.

Remuneration package

Salary: Band E £33,000 - £37,500 (Dependent on experience).

Holidays: 33 days inclusive of 8 Bank Holidays (pro rated)

Pension: If eligible Blackburn & Darwen Youth Zone operates a workplace pension scheme with Royal London for auto-enrolment purposes. You will contribute 5% of your gross earnings whilst the Youth Zone will contribute 3%. If you meet the criteria you will be auto-enrolled into the scheme within 3 months of commencement of your employment although you have the option to opt-out if you so wish.

Other Benefits

- Health Assured Employee Assistance Programme (24/7 Support and Advice)
- FairQuid (Financial Wellbeing Support)
- Think Therapy (Mental Health Support)
- Enhanced Maternity/Paternity/Adoption Pay
- Birthday leave

Blackburn & Darwen Youth Zone is committed to safeguarding and promoting the welfare of children, young people and vulnerable groups. This post is subject to a safer recruitment process, including the disclosure of criminal records through an enhanced DBS check and completion of appropriate vetting checks. We promote safer working practice across our Youth Zone and all successful employees and volunteers will be expected to share this commitment.