



Job Description

Job Title:	Youth Service Manager
Responsible To:	Project Lead
Hours:	5 days (35 hours) per week
Status:	Fixed term, 1 year contract (with possible extension subject to funding)
Salary:	£38,000
Holiday Entitlement:	25 days per annum (plus public holidays) plus 1 extra day every year until it reaches 28 days.
Location:	Da'aro Youth Project Office, London SW16 2PJ Knights Youth Centre, London SW2 4QQ Additional work from home

Purpose of Role

To work with the Project Lead to ensure that everything we do aligns with our values and policies, and that all workstreams complement each other.

To deputise for the Project Lead when required, for instance during holidays or in case of other absence.

To oversee all youth activities, including the weekly 'Injera Club' on Tuesday evenings and youth club on Thursday evenings. Oversee the fortnightly trips and other activities provided by the charity in order to provide young asylum-seekers and refugees with positive experiences and enrichment.

To oversee the casework service, ensuring the provision of 1-to-1 support, advice and advocacy to at-risk young asylum-seekers and refugees, and to provide regular feedback to the Project Lead.

To manage all staff working within the youth service, including Youth Activity Leader and Youth Casework Supervisor. To supervise all volunteers and to complete all necessary administration and data collection as required.

Da'aro Youth Project (DYP) – mission statement

We are a community-led organisation supporting young refugees from the Horn of Africa.

Da'aro Youth Project was established in 2018 by members of the Eritrean community in London in response to the deaths of a number of teenage Eritreans by suicide. Eritreans were the largest nationality group of unaccompanied minors to arrive in the UK in 2017 and 2018. Asylum-seeking children and young adults arrive here after traumatic journeys through the Sahara Desert, Libya, the Mediterranean Sea and after crossing borders in Europe, such as in Calais. Once here, young people often struggle to adapt to new lives separated from their families and find that navigating the complex asylum and social care systems can be stressful and traumatic.

We aim to promote the wellbeing of these migrant young people living in the UK, through direct support, through building bridges in the Eritrean community and through advocating for changes to unfair and discriminatory systems which undermine their wellbeing. We believe that building sustainable relationships of trust and support within the Eritrean community is the best way to empower young people and enable them to overcome their marginalisation within society.

We want newly arrived asylum-seeking young people to feel at home and to know they have someone to turn to in a crisis.

Towards this aim, we currently run a weekly youth club called 'Injera Club', which is a fun and lively space where young Eritrean, Ethiopian, Somali and Sudanese children and young people (and their friends) can relax, play games, socialise and eat homely food. From this space, we work with young people to identify if they have support needs and respond to these accordingly, through our casework service. Integral to all this work is enabling young people to advocate for themselves to make changes.

Further information about DYP please see our [website](http://www.daaroyouth.org.uk)
(www.daaroyouth.org.uk)

Duties of Role

Support the Project Lead:

Work alongside the Project Lead (including weekly review meetings), to set strategy for, and to plan, monitor and evaluate, all youth work undertaken by Da'aro Youth Project.

Recruit, induct and manage volunteers from our communities in collaboration with the Project Lead.

Injera Club:

Oversee the running of the weekly Tuesday evening 'Injera Club' at Knights Youth Centre and the weekly Thursday evening youth club at the Woodlands Centre (where DYP's office is also located).

Act as line manager for the Youth Activities Leader.

Manage, supervise and arrange regular meetings with all volunteers and staff involved with the Injera Club and the youth club.

Host and facilitate regular and varied activities run by outside service providers.

Establish positive relationships with young people who attend Injera Club and the youth club.

Casework:

Act as line manager for the Casework Supervisor.

Oversee the work of the casework service and support it to identify young people's needs and ensure that these are met by: making referrals to partner agencies; contacting and liaising with social services and other stakeholders and advocating on behalf of young people; providing them with advice, guidance and encouraging them to self-advocate.

General:

To ensure that work is monitored and evaluated, and quality assured to meet internal and external requirements.

Promote the involvement of young people in the planning, delivery and evaluation of all youth services.

Develop positive relationships and attend meetings with local partner and referral agencies.

Undertake training and self-development in order to develop skills and ensure an accurate knowledge and understanding of the issues facing, and policy affecting refugee, asylum seeking and recently arrived young people.

Act as safeguarding lead for Da'aro Youth Project and promote safe practices during all youth activities – follow up on any safeguarding concerns and refer at-risk young people to appropriate services.

Represent DYP at meetings with other agencies as appropriate.

Abide by health and safety guidelines and share responsibility for your own safety and that of colleagues and young people.

Maintain confidentiality and clear boundaries in all aspects of the role.

Maintain compliance with policies and procedures of DYP in relation to child and vulnerable adult safeguarding, diversity and equal opportunities.

Any other duties commensurate with the post.

Person Specification

Experience	Essential / Desirable
Undergraduate degree in a related discipline.	Essential
Experience of working with children and young adults.	Essential
Creating safe working practices and leading in safeguarding.	Essential
Successful experience of managing youth and or and community services including staff and volunteers.	Essential
Able to demonstrate successful direct work with young people and adults.	Essential
Demonstrate system-based organisational skills	Desirable
Experience of managing processes around staff: supervision, appraisal, HR, recruitment, workforce development.	Essential
Experience of managing processes around buildings and premises.	Essential

Knowledge and understanding	
Good knowledge of the issues and challenges faced by refugee, asylum seeking and vulnerable migrant children and young people.	Essential
Knowledge of the UK asylum and social care systems.	Desirable
Knowledge of local and regional statutory and non-statutory support agencies and their role.	Desirable
Knowledge of child and vulnerable adult safeguarding and of the child protection system.	Essential
Policy and legislation affecting refugee, asylum seeking and migrant young people.	Desirable
Skills and Ability	
Ability to listen and work with discretion and sensitivity in a non-judgemental manner.	Essential
Ability to provide effective holistic support whilst maintaining boundaries.	Essential
IT skills, including good working practice of all Microsoft packages.	Essential
Excellent written and verbal communication skills.	Essential
Effective time management skills.	Essential
Proactive with the ability to take initiative.	Essential
Ability to work flexibly as part of a small team.	Essential
Conversational spoken Tigrinya or Amharic.	Desirable
Understanding of and commitment to Equal Opportunities policies, social inclusion and anti-discriminatory practice.	Desirable
Champion for the voice of young and their families in the service and their community.	Essential
Excellent communication and interpersonal skills, good negotiation, persuasion, and organisational skills.	Essential