

## Job Pack for Community Team Manager

### Recruitment Schedule

- Job Ad Open: 19<sup>th</sup> of March 2021 – 12<sup>th</sup> of April 2021 @ 10am
- Invites sent to Successful Candidates by 13<sup>th</sup> of April 2021
- Interviews: Friday the 16<sup>th</sup> of March (see C-19 Safety Guidance)

### C-19 Safety Guidance

We will be opting for some face-to-face interviews, although initial rounds may be conducted over Zoom. We can maintain good ventilation and COVID-19-safe social distancing of 2 meters at our Lambeth Walk head office, where the interviews will be held. We will ensure the space is disinfected and sanitised before and after your interview. Please do wear a mask on arrival and exit of the office and we will only ask you to remove it when we are at a safe distance.

### **1. Who We Are & How to Apply**

### **2. Job Description**

### **3. Person Specification**

## 1. Who We Are & How to Apply

### **The Job of Community Team Manager at Young Futures**

The Community Team Manager sits in the leadership team at Young Futures. You will manage and supervise a high performing team of up to 8 full-time/part-time Keyworkers. The team are responsible for delivering support alongside therapy to care leavers and care-experienced young parents and their infants/children in stand-alone flats in the community.

### **WHO WE ARE**

At Young Futures we are passionate about delivering the highest standard of services to help transform the lives of young people in care. Our offer is a holistic package which includes aspirational accommodation, 1:1 keyworking support, 1:1 therapy and group therapy. Our approach is based on the substantial and growing evidence that developing social and emotional capabilities supports the achievement of positive life outcomes, including educational attainment, employment status and mental well-being. The difference we make is evidenced and articulated in the outcomes we are capturing, and the stories told by young people, our staff and our Local Authority customers.

### **OUR TRACK RECORD**

We strive to be the best we can be, scoring outstandingly on quality and performance indicators across all Local Authority service reviews. In Lewisham's last review and in Southwark (2015-2018) we were ranked number one provider and described as 'exemplary'. Across the Tri-Boroughs, Young Futures is ranked first of five for specialist provision. Southwark's 2018 Quality Inspection Report (rating 'Outstanding') commented of Yvonne House (our residential unit) that "...the level of service is really the gold standard. It is difficult to see any area where this provider could add more value."

### **CONTEXT and APPROACH**

Young people in and leaving care remain less supported than their peers and live with a far greater weight of responsibility acceptable for their age and experiences. As a result, their outcomes remain lower, and Young Futures aims to change that by delivering bespoke, high-quality,

evidence-based support and accommodation. Dedicated key-working support and therapy means each client can be thought about holistically and the young people are given the chance to heal, develop, aim high and transform.

### **Our Commitment to Inclusion and Diversity**

Young Futures addresses and does not tolerate discrimination on the basis of race, religion, gender, gender identity, sexual orientation, disability, pregnancy and maternity, age and marital status. We recognise the oppressive structures of society which disadvantages people by their identity and social and economic circumstances. We work to identify discrimination and disadvantage caused by this in the client group we support and our workforce. Inclusive practice is incredibly important to us. There is currently underrepresentation at Senior Management Level of Black, Asian and Minority Ethnic people. As a result, we welcome applicants from these communities and make a commitment to supporting you to thrive.

### **Do you have...**

- A commitment to of high-quality, outcomes-focussed, person-centred, and therapeutic care for young people in and leaving local authority care.
- Share our values and a similar commitment to inclusive working.
- Meet the Essential Criteria in the Person Specification and feel able to demonstrate this with relevant examples at interview.

We are looking for an energetic, passionate, hardworking and charismatic leader who loves a challenge, has relevant experience and wants to make a BIG difference.

### **How to Apply**

If you think you meet the requirements set out in the attachments and are passionate about improving the lives of young people in and leaving care, then we would welcome and encourage your interest.

We want our application process to reflect our values, and do not want to prohibit or exclude anyone through only having one way that people can apply to work with us. Please do feel free to use creative methods to respond to the questions if you would prefer.

In all cases, so that we are fully compliant with DBS and Safer Recruitment, you *must explain any gaps in employment*, and ensure you have references for all relevant posts. The deadline for the submission of completed Application Forms is 9am on Monday the 12<sup>th</sup> of March

Please send your application, by email to Alice Field ([alice.field@youngfutures.org.uk](mailto:alice.field@youngfutures.org.uk)).

**NB:** *If you have any questions, outside of the information already provided in the Job Pack or website, please do email to arrange a call with the Service Manager or CEO.*

## 2. Job Description for Community Team Manager

<b>Location</b>	Office based in Zone 1, SE11. Working across several SE and Central London Boroughs, Zones 1 & 2.
<b>Salary</b>	<b>£35,800 per annum</b> + (£2,000 p.a. On Call Manager Subsidy Plus Travel Plus Pension)
<b>Hours</b>	Full-time
<b>Responsible to</b>	Service Manager
<b>Summary of Role</b>	<p>You will manage and supervise a high performing team of up to 8 full-time/part-time Keyworkers. The team are responsible for delivering support alongside therapy to 35+ care leavers and young parents and their infants/children in stand-alone flats in the community.</p> <p>You will work collaboratively as part of a Management Team, collaborate with two Team Mangers at our Residential Unit, Yvonne House, and our Lead Therapists.</p>

<p><b>Core Duties</b></p>	<p><b>Safeguarding and Monitoring Service Quality</b></p> <ol style="list-style-type: none"> <li>1. Have oversight of Safeguarding across all Community Placements and ensure that appropriate and proportionate action is being taken in response to concerns. Accountable for ensuring that there are control measures in place for all active risks.</li> <li>2. Line Manage / Supervise lone-working Community Keyworkers creatively supporting them to identify strengths, goals and areas for development as well as managing and helping staff understand the impact of the work.</li> <li>3. Ensure that all Young Futures policy and procedure is understood and implemented. Confidently address issues around poor performance or non-compliance.</li> <li>4. Track and monitor the case work progression of those young people supported by the staff you line manage - ensuring work is being delivered which meets need, mitigates risk and achieves positive outcomes &amp; support keyworkers to understand any issues within the dynamic.</li> <li>5. Agree weekly plans and priorities and monitor weekly reporting (incidents and progress), risk assessments, safety plans, needs assessments and support planning to ensure they best reflect the packages commissioned by the LA.</li> <li>6. Build appropriate relationships with YP and families in your role as manager. Conduct formal and informal reviews with all Young Futures clients about their key-work, therapy and living environment to ensure a high-quality service is being delivered.</li> </ol> <p><b>Supporting Keyworkers in their work:</b></p> <ol style="list-style-type: none"> <li>1. Create and sustain a culture of openness and trust where Keyworkers consistently behave in line with YF's values.</li> <li>2. Identify and encourage the adoption of appropriate key-working tools and techniques ensuring that the approach is best suited for each young person needs, learning styles etc.</li> <li>3. Support keyworkers in managing their professional boundaries and in dealing with stressful and challenging situations.</li> <li>4. Retain an awareness of the emotional impact of front-line work with trauma and the probability of frozen or defensive thinking. An ability to communicate this and creatively help staff identify their needs and make well-informed decisions.</li> <li>5. Lead in Pre-Placement Meetings with young people and their Social Workers/Personal Advisors, gathering info to support the decision-making re. accepting and allocation the case, contracting the placement: setting out what we offer, how we work, expectations, rules.</li> </ol>
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6. Ensure move-ins, move-outs, internal moves, are thought about operationally in line with checklists - i.e. keys, flat cleaning, key-worker prep etc.
7. Encourage wider engagement/utilisation of relevant partner agencies to best deliver support - i.e. employability programmes, EET, SCA, DVA
8. Support and, where appropriate, lead in Professionals' Meetings and Placement Reviews, incident debriefs etc.

**Supporting the continuous professional development of Keyworkers:**

1. Lead on Keyworker inductions, probationary reviews, monthly supervisions, appraisals.
2. Provide good supervision notes and actions which reflect the content of the meetings
3. Deliver in-house training, where possible and appropriate.
4. Provide frequent feedback and debriefing opportunities to keyworkers
5. Identify individual and Team training and development needs and priorities.
6. Support keyworkers in identifying suitable training to best meet their needs.

**Ensuring the accommodation young people occupy is maintained to a high standard:**

1. Coordinate and, where placements are at risk, lead on property health and safety inspections, warnings and investigations.
2. Coordinate the reporting, prioritising and delivery of maintenance and repairs matters.
3. Coordinate Out-Of-Hours rota for On-Call, unannounced property visits and landlord/agent property inspections.
4. Coordinate, where appropriate, essential purchasing of furnishing, goods and materials for the accommodation.
5. Liaise with landlords, agents, neighbours etc. to best manage and maintain stakeholder relationships and the highest standards.

**Chairing Team Meetings**

1. Ensure casework summaries - setting out priorities, concerns and where keyworkers feel they need help - are collated and reviewed in advance of Team Meetings.
2. Chair Team Meetings keeping them engaging, inclusive and relevant for all.
3. Invite guest speakers, where appropriate, and coordinate break-outs to best consult the Team, always encouraging problem solving and service improvements.

**Delivering Value-for-Money**

	<ol style="list-style-type: none"> <li>1. Support the keyworking team in helping young people to reduce waste, particularly in relation to energy management.</li> <li>2. Support the maximisation of income through Housing Benefit collection, vacancy management, void turn-around time and placement stability.</li> <li>3. Ensure that services delivered are adequately staffed and resourced.</li> </ol> <p><b>On-Call and Wider Organisational Duties</b></p> <ol style="list-style-type: none"> <li>1. Providing out-of-hours, second tier support to staff on-call and to staff at Yvonne House where necessary, on a rota basis with other members of Management Team (1 week in every 5).</li> <li>2. Work innovatively and collaboratively across the Management Team and organisation to continuously improve the services we provide in all areas.</li> </ol>
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### 3. Person Specification

Qualifications or Training	Essential	Desirable
Training, Qualification or significant experience of working with adolescents and/or parents & infants/children in the care and leaving care sector.	Yes	
Training, Qualification or significant experience of understanding and responding to Domestic Violence and Coercive Control in community-based placements	Yes	
Training and experience of therapeutic, trauma-informed models of working	Yes	
Safeguarding Training (Level 4 or 5).	Yes (L4)	Yes (L5)
Leadership and Management Training		Yes

Experience	Essential	Desirable
At least two years' experience of leading and managing in the social care or therapeutic sectors.	Yes	
Experience of managing and responding to the challenges of staff who are lone working and a working		
Experience of managing Recruitment and HR inclusively and impartially, with a working understanding of how confirmation bias operates.	Yes	
Experience of working collaboratively with multi-disciplinary teams, and multi-agency networks and an ability to challenge where necessary and appropriate, to achieve outcomes in the best interests of children and young people.	Yes	
Experience of leading Team Meetings and group spaces, 1:1 reflective supervision, contributing to management meetings and leading on wider organisational initiatives.	Yes	
Experience of reviewing policies, or/and experience of co-creating new procedures with teams.		Yes
Experience of collating and presenting relevant information for compliance visits and inspections.		Yes
Experience of sound safeguarding decision making in response to incidents, as well as confidence in being able to articulate and explain that process to others.	Yes	
Skills and Knowledge	Essential	Desirable
Highly organised, with an ability to complete tasks to deadlines and work to an excellent standard independently.	Yes	
Skilled and committed to anti-racist practice and adept at challenging all forms of discrimination or biased thinking, in a way that supports behaviour change and growth at every level.	Yes	
Creative and thoughtful, with an understanding of how to motivate and empower others.	Yes	



Understanding of how change, trauma and anxiety impact individuals and organisations, and experience of supporting team members to process and understand this impact	Yes	
Experience of front-line working with children, adolescents or parents & infants and a toolbox of creative and useful interventions and ideas for working with 'challenging' or higher-risk behaviours.	Yes	
Knowledge of what vicarious and secondary trauma is, how to spot it and how to support it.		Yes
<b>Other</b>	<b>Essential</b>	<b>Desirable</b>
A working understanding of 'containment' – what it is and how it works, and its relevance in working with traumatised young people and the staff who support them.		Yes
A mature professional with a highly developed reflective and empathic capacity, a sense of humour and a stable and secure sense of self.	Yes	