

## **JOB DESCRIPTION**

<b>Job title:</b>	Project Manager
<b>Service:</b>	Leeds Young Carers Support Service
<b>Salary:</b>	Grade 3 (upper) points 24-28
<b>Hours:</b>	Full Time (37 hours per week)
<b>Location:</b>	Office base in Leeds/homeworking
<b>Responsible to:</b>	Operational Manager

### **Job summary:**

To manage and lead on the delivery of the Leeds Young Carers Support Service, across the three elements of the service: information and advice, specialist support and awareness raising. To ensure that the Service is delivered in accordance with the contract specification and that policy and practice is maintained to the highest standards. To drive long-term improvement and innovation within the service.

### **Key tasks and responsibilities:**

1. To ensure that the service can reach as many young carers as possible, including those who are currently unidentified, through the provision of information, advice, networking and support, through a variety of methods and mediums, to both young carers and their families, other practitioners and professionals across Leeds
2. To oversee the provision of high-quality, outcomes-focused support for young carers and their families through targeted interventions which may be delivered individually or within groups. This support will involve the team of young carer practitioners working within a multi-agency context following a referral, assessment, planning and review cycle
3. To co-ordinate awareness raising and practice development initiatives and opportunities, to support the early identification of and support for young carers across organisations and services in Leeds
4. To ensure that the service is delivered effectively, efficiently and managed in line with local and organisational protocols, policies, procedures, and practice standards
5. To plan, monitor and review the development of the service in line with identified priorities, targets and outcomes
6. To complete regular performance monitoring reports and implement revisions to service delivery as required

7. To be lead person for safeguarding responsibility across the service, ensuring compliance with Family Action's procedures for promoting and safeguarding the welfare of children and vulnerable adults
8. To provide direct line management and oversight of team members within the service and oversee service delivery through day-to-day management, whilst embedding the vision of a culture of reflective supervision and open communication
9. To chair and lead regular team meetings and team development events to maintain good communication within the service and to provide a forum to share good practice, concerns, experience and skills
10. To actively participate in Family Action's formal appraisal and supervision processes and be responsive to critical challenge, advice, feedback and direction as part of a process of continuous improvement. To take responsibility for own professional development, identifying and attending training which will support growth in the role
11. To work collaboratively with stakeholders to raise the profile of the service in the local area, in order to strengthen community resilience and capacity, and awareness of the ethos behind the Leeds Young Carers Support Service vision
12. To encourage service user involvement, including developing effective mechanisms for service users to participate in decisions about the development and delivery of the service
13. To monitor and manage the service budget and to make the most effective use of services and resources
14. To contribute to the growth and development of the organisation appropriate to your role, by gaining a working knowledge of Family Action's portfolio of services and being an ambassador for the work
15. To be able to evidence Family Action's values at all times, which underpin Family Action's mission of 'building stronger families' by:
  - a) Being **people** focused
  - b) Reflecting a '**can do**' approach
  - c) Striving for **excellence** in everything we do
  - d) Having **mutual respect** for everyone we work with, work for and support through our services
16. To implement Family Action's Equality & Diversity Policy and Ethical Policy in every aspect of your work and positively promote the principles of these policies amongst colleagues, service users and other members of the community
17. To comply with Family Action's Health and Safety Policy, Data Protection Policy and to protect your own and others' health, safety and welfare
18. To work flexibly as may be required by the needs of the service and carry out any other reasonable duties as required

**PERSON SPECIFICATION**

<b>Requirements</b>		<b>Essential</b>	<b>Desirable</b>
<b>Education, Qualifications &amp; Background</b>			
<b>1.</b>	Educated to degree level in a relevant qualification such as Education, Health, Social Work, Youth & Community or equivalent experience, and evidence of a commitment to continued learning and professional development	✓	
<b>Experience</b>			
<b>2.</b>	Practice experience working with children, young people, and their families, including experience of dealing with safeguarding issues and procedures, integrated multi-agency working practices and the range of services and agencies to involve	✓	
<b>3.</b>	Experience of managing a service which provides interventions for children and families which demonstrate improved outcomes for children, young people and their families	✓	
<b>4.</b>	Practice and/or management experience working with young carers and their families		✓
<b>5.</b>	Experience of managing a team, including providing regular and reflective supervision, leading team meetings and other team development opportunities	✓	
<b>6.</b>	Experience of setting, monitoring and managing service budgets	✓	
<b>Knowledge &amp; Skills</b>			
<b>7.</b>	Knowledge of policy, legislation and research related to the impact of childhood caring responsibilities on children and young people's education, health and well-being	✓	
<b>8.</b>	Understanding of the Leeds Early Help approach and Leeds Practice Model, including Leeds Practice Principles, Outcome Based Accountability and Rethink Formulation	✓	
<b>7.</b>	Knowledge of quantitative and qualitative performance monitoring and outcome-based evaluation processes	✓	

8.	Ability to create co-production and service user engagement mechanisms	✓	
10.	Ability to communicate clearly and professionally through a variety of mediums with staff and professionals, parents/carers and children; excellent verbal, listening and presentation skills	✓	
11.	Proficient in Microsoft Office, with strong IT and administration skills	✓	
<b>Values</b>			
12.	<p>Able to evidence Family Action's values at all times, which underpin our mission of 'building stronger families' by:</p> <ul style="list-style-type: none"> <li>• Being <b>people</b> focused</li> <li>• Reflecting a '<b>can do</b>' approach</li> <li>• Striving for <b>excellence</b> in everything we do</li> <li>• Having <b>mutual respect</b> for everyone we work with, work for and support through our services</li> </ul>	✓	
13.	Be committed to equal opportunities and upholding and complying with Family Action's Equality & Diversity policy in all aspects of work, promoting its principles amongst colleagues, service users and other members of the community	✓	
<b>In addition</b>			
14.	Willing to work in a flexible way to meet the needs of the service	✓	