



Role Job Description

Introducing Chance UK

Chance UK is an award-winning early intervention children's charity founded in 1995. Our vision is for every child in the UK to feel happy about themselves, realise their potential, and be confident in their ability to build a brighter future.

The Charity provides a range of solutions focused support for children aged 5-13 and their parents and carers. We pride ourselves on developing evidence-based services, which put children at the heart of our work, and our services are designed to build social and emotional skills and resilience.

We are at the start of an ambitious 5-year strategy, which aims to help more children and families, expand the range of services we provide as well as challenging inequalities we see in the system and amplifying the voices of children and families we support.

Please note that Chance UK is committed to safeguarding and promoting the welfare of children and young people and therefore our recruitment process for this post will include an enhanced DBS check.

Post: Youth Work Manager

Reporting to: To be confirmed

Direct reports: Youth Workers

Salary: £30,000 plus 5% pension contribution

Hours: 37.5 hours per week, weekend and evening work are regular and mandatory requirements

Role purpose

Chance UK are looking for a highly motivated and innovative Youth Work professional to the role of Youth Work Manager. The role will work with the middle managers and existing staff and volunteer team to grow and develop Chance UK services, focussing on the 5-13 age group.

We are looking for an experienced, dynamic, qualified professional with significant experience of managing excellent universal Youth Work programmes for large numbers of children and young people.

They will support and develop the Youth Work team and identify and cultivate existing and new programmes of activity for young people across Chance UK's services. They will introduce continual improvements and ensure best practice in all service delivery whilst managing and achieving in line with KPIs.

About you

The successful candidate will have significant experience of direct support and supervision within a youth service, managing staff and performance, and quality assurance. They will be working directly with the young people and staff team during Youth Work sessions and will take a highly flexible approach to their working pattern. To be considered for this post it is essential that you have a proven record of delivering high quality services and interventions to a range of children. It is also a pre-requisite that you possess knowledge and understanding of legislative framework and policies relating to children's services. This includes safeguarding, child protection and criminal justice.

Role Competencies

1. Set up, monitor and evaluate the delivery of contracts ensuring that the Youth Work team are delivering programmes and interventions according to contractual requirements and develop services in response to needs.
2. Responsible for ensuring implementation is consistently in line with Chance UK approaches and delivers high quality outcomes and challenging practice to create a culture of continuous improvement
3. Lead by example, modelling the organisation's values and approaches with internal and external stakeholders. Using reflective practice, data and child's voice to develop and plan service provision and clearly communicating service plans and targets. Leading the team through the changes and challenges that may arise in the delivery of the programmes.
4. Leads the Youth Work Teams to ensure that each member works to protect children and vulnerable adults who may be at risk and places the needs of those who require protection at the forefront of team activities at all times. Supporting and promoting equality, fairness safe practice within management and as a colleague

Duties and responsibilities

- To develop and motivate the staff team, including youth workers and volunteers, to provide an exceptional offer for young people, and coaching them to achieve their full potential
- Leading your team to deliver outreach and group work activities, ensuring standards of behaviour in groups settings are maintained. Stepping in to support face-to-face delivery directly with children, young people and families through 1:1, group work and or online support where needed and required
- Delivering a strong performance management culture: completing case file audits, ensuring accurate recording of information and data
- Reporting to management on the performance of delivery against contract targets and sharing insights and case studies to promote the work of the organisation and our impact.
- Acting as the first point of contact for all safeguarding concerns across your team and working the on-call safeguarding line on a rota system
- Ensuring child protection procedures are followed and that the safeguarding of young people is paramount. Debriefing with your team following challenging situations.
- Assist in the recruitment of a high quality, motivated team of staff.
- Ensure the charity has a robust approach to risk management, including person centred risk assessment and risk management processes.

- Developing and maintaining strong community relationships with external stakeholders i.e. schools and colleges, and developing relationships with youth networks in your area. Exploring areas for joint working where appropriate.
- Ensuring that all delivery activities are delivered within budget and evaluated according to the project framework.
- Management of delivery activities budget across multiple project streams.

Person Specification

Person specification and selection criteria A= Application form, I = Interview, T= Task	Essential Or Desirable	Method of Assessment
Experience		
Experience of leading a team in a similar setting, including conducting Managerial Supervision and experience of dealing with difficult issues	Essential	A & I
Experience of working with children and young people in an inner-city environment to deliver high quality youth initiatives	Essential	A & I
Experience of organising small scale events and/or project management	Essential	A & I
Experience working with children in social work, Youth Work, education, voluntary sector or related area.	Essential	A & I
Experience in managing and delivering open access groups, targeted groups, 1:1 and street based Youth Work	Essential	A & I
Has a good understanding of the effect of emotional intelligence on communication and team dynamics	Essential	A & I
Knowledge and understanding of the importance of using relevant communication according to audience	Essential	A & I
Knowledge and understanding of legislation ensuring information about families is treated appropriately with experience of internal audit	Essential	A & I
Experience in building a variety of projects from the ground including large scale needs assessing leading to building new initiatives implementing in areas where they have not been present before	Desirable	A, I & T
Experience and knowledge in managing budgets and completing successful funding applications and resource management	Essential	A, I & T
Applied understanding of and experience of working with CYP ages 5-11 with multiple needs such and diagnosis such as ADHD, Mental Health, Self Harming, CSE, ASD and how these impact on the family, individual and Youth worker supporting them.	Essential	A & I
Proven ability to work in partnership	Essential	A, I & T
Understanding of the Youth Work curriculum and how it applies to practice	Desirable	A & I
Knowledge of legislative and policy framework for the delivery of safeguarding services to vulnerable groups of young people, including risk assessment and lone working.	Essential	A & I
Applied understanding of equal opportunities and anti-discriminatory practice and their importance in working with young people.	Essential	A & I
Educational / Vocational qualifications		
Degree level qualification in any of the following professions: Social Work (HCPC registered), Youth and Community work, Probation or Education / Or a relevant qualification such as Youth Justice, Psychology, Counselling, or Substance misuse	Essential	A
A professional Youth Work Qualification	Desirable	A

GCSE or equivalent numeracy and literacy	Essential	A
Skills	Desirable	
Solution focused, pre-empting problems by seeking guidance from peers or taking action and presenting	Essential	A & I
A flexible team player who thrives on a diverse work portfolio, with the ability to work independently	Essential	A & I
Able to model positive and strong working relationships with colleagues across the entire organisation	Essential	A & I
Committed to diversity and implementing equal opportunities and anti-discriminatory practice.	Essential	A & I
A self-motivated individual with the ability to work effectively under pressure and with minimal supervision.	Essential	A & I
Discreet in dealing with sensitive and confidential information.	Essential	A & I
Positive about embracing challenge and change, open to experimenting, new ideas, reflective practice and working with other organisations in a spirit of partnership	Essential	A & I
Able to give advice to support team members to make appropriate and safe referrals to social care, when a child or vulnerable adult may be at risk of abuse.	Essential	A & I
Conducts in an affirming, Leading and Approachable Manner	Essential	A & I
Ability to relate to all young people from different backgrounds	Essential	A & I
Very good organizational and administration skills with proficiency in Microsoft Office or a CRM system	Desirable	A & I
Strong writing skills with the ability to write reports and promotional material	Essential	A & I
Effective people management and coaching skills	Desirable	A & I
A structured approach to organisational skills with the ability to be flexible and responsive	Essential	A & I

The job description is a general outline of the job duties and responsibilities and may be amended as the project develops. The post holder may be required to undertake other duties as may reasonably be required from time to time.

The post holder will be joining the team at a time of significant evolution, so they should expect, and be able to adapt to significant change in responsibilities over the period of the role.