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Job Information Pack
Deputy Head of Young
Peoples' Services

Our Values

The post holder will be expected to operate in line with our organisational values which are;

- **Value the Individual** – Respect others, ourselves and the people we work with in all that we do
- **Giving of our best** – Showing commitment in our work and to enable young people
- **Caring Deeply** – Have a passion for the work we carry out
- **Providing Creative Solutions** – Show innovation in the approaches we take in supporting young people
- **Communicate authentically and truthfully** – Show openness in our dealings and approaches to people

Title: Deputy Head of Young Peoples' Services

Reports to: Head of Young Peoples' Services

Background

The Deputy Head of Young Peoples' Services is a new role which will help the organisation ensure that the growing contracts and scope of YMCA DG's work with young people can continue to be developed whilst maintaining the quality of our services. Following the implementation of Ofsted regulation in supported accommodation in 2024, YMCA Dulverton Group are proud to be operating Ofsted registered homes, for 16 and 17 years old who have contact with Children's Social care. This role is an exciting next step of our in the development of our services, to ensure we are providing the most inspiring and safest service to young people. You will oversee, lead and quality assure the delivery of young people housing services, including our Youth Work service, however you will have a sharp focus on our Ofsted registered homes and the young people who live there.

The position is part of the Leadership Team and will have responsibility for supporting the development of YMCA Dulverton Group as we expand, grow and develop.

Purpose

We consider the part we play in young people's lives a privilege and our approach in our services represents this. Working together with our Head of Young People Services, you will provide support, direction and leadership for the effective delivery of day to day operational activities.

This role is designed to support, enhance and develop our offer to 16 and 17 years old that have contact with care. You will, working collaboratively with relevant teams, be responsible for overseeing this area of our delivery, ensuring our quality of service is in place, and all regulations and legislation is adhered too. You will ensure our practice is reviewed and reflected on, from strengthening support for young people and staff members, through to ensuring our houses are homes.

You will be part of the senior leadership team, whose focus is on delivering services which are truly exceptional to young people, communities and families. The senior leadership team live by the charity's values and drive things forward at speed so decision making is key for this role.

With the Head of Young People Services you will lead and develop the strategic priorities and plans for the Young People Services. You will also work alongside our Development team, a team who deliver activities and events for young people with a focus on aspirations, ensuring all services are promoted and engaged with.

Main Responsibilities

- You will have core responsibility for our Ofsted delivery in supported accommodation. In turn you will have the privilege of ensuring our service is aspirational, safe and inspiring for young people who have contact with care.
- You will have responsibility for ensuring Ofsted legislation and regulation is adhered to, developing our service to be preventative alongside reacting where and when needed. Due to safeguarding of young people you will need to be able to respond quickly, including out of hours responses.
- You will, alongside the Head of Young Peoples Service, provide support to the area management teams, and operational staff to ensure all services are effective, responsive, deliver value for money and are compliant with best practice, regulatory and statutory requirements.
- In collaboration with the Head of Young Peoples Services be responsible for overseeing delivery of young people housing services, including prevention work within the YMCA Dulverton group housing offer.

BELONG

- Ensure teams and individuals are managed, supported and developed to provide highly effective targeted services for children and young people, being accountable for the quality of their work, and adherence to regulation and legislation
- To support ongoing organisational change and help embed an aspirational, performance related and young person focussed culture across teams.
- To maintain knowledge of YMCA Dulverton Group's operating environment.
- Be proactive in the development of key partnerships, working with stakeholders to ensure the effective co-ordination and delivery of services with other organisations, agencies and partners.
- You will communicate clearly and effectively with all of your peers, and share all relevant information with the Head of Young People Services, including any decision making which has been necessary.

CONTRIBUTE

- To support the Head of Young People Services in ensuring that our assets are maintained to the highest possible standards.

- You will support the Head of Young People Services in ensuring that our assets are maintained to the highest possible standard and that the standard of all our accommodation meets our expectations for the homes we provide.
- You will provide support to the area management teams, and operational staff to ensure all services are effective, responsive, deliver value for money and are compliant with best practice, regulatory and statutory requirements, with a sharp focus on our Ofsted practice and homes.
- To liaise operationally with the management team, leading on our Night Services as a key part of all Housing services, to ensure that the services are working effectively and jointly with all other elements of the service.
- You will ensure that young people services are delivered to the standard and quality expected by YMCA Dulverton Group and in line with the legal, regulatory and contractual requirements; including related monitoring and reporting.
- You will monitor, review and communicate key business and service performance data to the Head of Young People Service and Leadership team as appropriate.
- You will, alongside the Head of Young Peoples Services, ensure our service is compliant with the Regulations and Quality Standards, and ensure our Annexe A, Statement of Purpose and other Ofsted related submissions are up to date and completed to a high standard.
- You will support the Head of Young People Services (the registered service manager) to ensure they can effectively supervise the management of all the settings in the service. This will include providing leadership and management arrangements for absence.

THRIVE

- You will develop and maintain an excellent understanding of YMCA DG's policies and working practices, and the regulations that relate to and govern the services provided;
- You will use your professional knowledge to provide informed advice and guidance and deliver training to managers and teams to support them in their practice and decision making.
- You will take an active and independent role in reviewing the effectiveness of the induction period of each new member of the team.

- You will conduct skills audits with team members to identify strengths and inform bespoke training plans to ensure each team member can fulfil their potential.
- You will ensure the meaningful development of services by being responsive to changing circumstances, best practice learning and the data established through reporting and reviews.
- You will be contactable out of hours in connection to our Under 18s, for advice, guidance and any necessary submissions required which are time bound.

General

- Work across the organisation to build a learning culture and positive working environment.
- To maintain and demonstrate a commitment to YMCA Dulverton Group's Vision, Values and strategic aims and objectives and ensure all activities reflect the values of YMCA Dulverton Group.
- Managing health and safety issues in your area of responsibility in line with the relevant section(s) of the Health and Safety Policy.
- Complying with YMCA Dulverton Group's GDPR, confidentiality and information security policies at all times.
- Provide senior management support to Duty Cover Managers, in connection to any activities involving an Under 18.
- Any other duties consistent with the responsibilities of the post at the request of the Executive Team or Head of Young People Services or representative.

Person Specification

KEY A = Application

I = Interview

T = Task

Criteria	Essential	Desirable	Assessed by
Education / Qualifications			
Strong standard of literacy and numeracy.	X		A
A qualification in Youth Work, Housing, Social Science or related area.		X	A
Experience			
Experience working with young people.	X		A/I
Experience working in partnership with other professionals and/or organisations.	X		A/I
Experience Managing and leading teams.	X		A/I
Knowledge, Skills & Abilities			
Excellent listening, communication and interpersonal skills.	X		I
Working understanding of the Ofsted requirements for Supported Accommodation		X	I
Good IT skills including Microsoft Outlook & Word and online systems.	X		I
Ability to remain calm, professional, patient and supportive in challenging situations.	X		I
Able to work evening and weekend duties where necessary as relief cover (including bank holiday Easter & Christmas), will be agreed wherever possible in advance.	X		A/I
Be able to make informed decisions quickly and direct our team's response accordingly.	X		A/I
Personal Qualities			
Commitment to YMCA Dulverton Groups Values.	X		I
Open to receiving feedback, able to reflect on own practice and keen to learn.	X		I
Commitment to training and professional development.	X		I
Commitment to Safeguarding and H&S and following standards in place.	X		I
Able to show tolerance, understanding and empathy to each person we work with.	X		I
Collaborative and supportive approach.	X		I
Self-motivated and resilient.	X		I

Other requirements

- YMCA Dulverton Group is committed to the protection and safeguarding of children and adults at risk, and promoting their welfare. The YMCA Dulverton Group, therefore, expects all staff and volunteers to share this commitment.

- This post is subject to an enhanced level DBS Disclosure - Adults/Children's Workforce.
- This post is subject to suitable references being provided.
- May be required to attend occasional evening meetings.
- Have a driving licence and access to a car.

Main Terms of Employment

- Salary:** £35,000 - £39,000 per annum dependent on experience.
- Location:** You will be required to work across our YMCA Dulverton Groups sites.
- Hours:** 40 hours per week.
- Flexible working:** We provide flexible working arrangements to support team productivity and stability. This may include changed working patterns and working from home on occasions.
- Holidays:** 28 days per year, plus bank holidays.
- Pension:** On completion of a six-month probation period, YMCA Dulverton Group will make a contribution of 3% of salary.
- Benefits:** Health and wellbeing of our staff is important to us. We offer regular training opportunities and a comprehensive benefits package. Including gym membership at a choice of locations, 10 days of free school holiday childcare, discounted childcare for 0-5's and a 1-night hotel stay at our locations.