



## **JOB PROFILE**

<b>Post Identification:</b>	<b>Head of Children and Young People's Service (CYPS)</b>
<b>Reports to:</b>	<b>Chief Executive</b>
<b>Job Purpose:</b>	<b>To lead and develop the Children &amp; Young People's Service.</b>

### **Work Context**

This role is part of the Senior Management Team for Sensory Services by Sight for Surrey – a vibrant charity that enables and empowers people who are blind, partially sighted, Deaf, hard of hearing and deafblind.

The Children and Young People's Service provides a number of high-quality services to support and enable children, young people, and families to thrive. These services include contracted statutory services, and those that have been funded by grants, trusts and donations. The services include a Habilitation service, a recreation and activities programme, a family support service, and a counselling service for children, young people and families.

The Children's Services Team is contracted by Surrey County Council to provide assessment, mobility and independent living skills training. There is also some joint working with other organisations e.g. Education, Health, Social Care and other partner organisations.

The client group is vulnerable and there is a high degree of risk involved in teaching independence skills especially mobility e.g. teaching vision impaired children and young people to cross roads. Managing risk for the services within the department is central to this role to ensure that the children and young people we work with are safeguarded at all times.

The Head of Department will generally work Monday to Friday, with a need to work flexible hours to support staff who work outside of normal office hours to deliver services and support and to have a visible presence. Part of the role will involve ensuring there is adequate cover for the department across the week. There will be a need to sometimes work during the weekend or evening, and time off in lieu will be given.

The Head of Department needs to monitor the needs of the service, and where possible find creative and innovative ways to develop the service and address growing and changing needs.

**Principal accountabilities:**

1. Provide overarching leadership, and management, to the Children and Young People's Service (CYPS).
2. Lead, in collaboration with the Senior Habilitation Specialist - Team Manager, the Surrey County Council contract for Habilitation services ensuring that the Key Performance Indicators are met and reported on, in line with the contractual obligations, and that the contract is secured for the future.
3. Lead, in collaboration with the Senior Habilitation Specialist - Team Manager, the CYPS Service Facilitator and others, the delivery of outputs and outcomes of a number of grant funded services.
4. Ensure policies and procedures are followed at all times, and to ensure appropriate risk assessments are conducted and maintained.
5. To be the designated Safeguarding Lead for Children and Young People for the charity, working closely with Surrey Safeguarding Children Partnership and other organisations such as Surrey Youth Focus, and internally with the Designated Safeguarding Lead for Adults.
6. To work with the Head of Finance to plan and manage the departmental budget for the Children and Young People's Service, making best use of resources at all times to achieve maximum impact for the people we support across the organisation.
7. Regular reporting to Surrey County Council, Services Committee, Trustee Board, and funders as required.
8. Line management of the Senior Habilitation Specialist – Team Manager, the Children and Young People's Service Facilitator, and a number of other direct reports.
9. Support and supervise the team of staff and volunteers to ensure that they perform and work to the agreed standards and in line with our organisational values.
10. Conduct annual appraisals and identify training needs within the team to meet all national standards.
11. Work with the Senior Habilitation Specialist – Team Manager to succession plan and manage the on-boarding and development of Trainee Habilitation Specialists to ensure the charity is well resourced.
12. Provide information, support and advice for children and their families /carers.
13. To develop the service to include children and young people who are Hard of Hearing or Deaf, and their families, working in partnership with other organisations to ensure we add value.
14. To share responsibility for the Charity's operational decision making with other senior managers.
15. To oversee the management and maintenance of the contract for Children's statutory register of vision impairment.
16. To work in partnership with internal teams, such as fundraising and communications, to ensure the Children and Young People's Service is well resourced, and always in line with the charity brand.

17. To develop and manage external partnerships as required.

### **Competencies required:**

#### **Strategic Management/Operational Service Planning/Forward Planning**

Understanding the strategic direction, and strategic objectives, of the Charity, and understand and communicate how the work of the Children and Young People's Service contributes to the delivery of the strategic goals. This will involve taking the lead on one or more of the strategic goals, alongside Senior Managers from across the organisation. Planning work and meeting agreed targets, standards and the needs of the people we support. Work within agreed procedures to achieve team and personal objectives.

#### **Inspiration**

Leading by example and providing visionary leadership. Valuing and supporting others and motivating them towards the pursuit of a common goal. Demonstrating a constructive and consultative approach to problem solving.

#### **Making things happen**

Establishing plans and organising and prioritising the activities of self and others to ensure that the intended results (goals and targets) are achieved on time and within the available resources. Collaborating with others to make things happen. Managing crises effectively.

#### **Communication**

Communicating information to the right people, in the right format, in a positive, persuasive, accessible, timely and clear manner. Listening actively, demonstrating their understanding of communications they receive and responding to them appropriately.

#### **Developing Others/Team Development**

Recognising the strengths and development needs of others, understanding individuals' motivations. Supporting, coaching and developing others. Sharing their knowledge and skills with others. Acting appropriately to deal with poor performance. Planning to meet identified needs, acting to equip others to meet new expectations. Monitoring progress and using constructive feedback, together with providing support and advice on how to progress. Contributing positively to the development of the work of the charity.

## **Managing Change/Embracing Change**

Encourage a climate where the opportunities offered by change are recognised and embraced. Taking time to manage the change process and to adapt to changing and uncertain needs and circumstances. Seeking ways to continuously improve their own performance. Suggesting where improvements in service could be made. Open to new ways of doing things. Working with people in a personalised way.

## **Innovation**

Creating an environment which enables innovation. Putting forward creative ideas, proposals and solutions to problems. Stimulating an environment which encourages and supports others to think creatively so as to find new ways of working, of developing the organisation and meeting service user requirements.

## **Personal Impact**

Acting with integrity and in line with our values at all times. Striving to develop the competencies needed to meet organisational needs. Respecting the opinion and expertise of others. Showing honesty and professionalism and the ability to be flexible when necessary.

## **Customer Focus**

Building good professional relationships with the people we support and their families. Endeavouring to understand what the people we support want and being responsive to their needs and offering a personalised service. Respond positively to feedback. Deal with complaints in a professional and timely manner.

## **Use of Technology**

Using relevant technology proactively and effectively to do their job and, wherever possible, to deliver services.

## **KNOWLEDGE/SKILLS/QUALIFICATIONS**

### **Essential**

- Experience of working with children, young people and families
- Leadership experience including leading a Multi-Disciplinary Team
- Excellent line management skills
- Excellent Communication Skills
- Excellent IT skills including Microsoft 365 and a range of databases
- Experience of working with Social Care and/or the NHS in either an operational or commissioning context
- Experience of managing risk
- Work history in roles that include the overarching responsibility for Safeguarding children and young people, ideally as a Designated Safeguarding Lead

**Desirable**

- First Aid Certificate (if the successful applicant does not already hold this, they will be required to complete it before starting in post which we will organise)
- Level 3 Safeguarding qualification (if the applicant does not have an in-date certificate they will be required to complete this before starting in post which we will organise)
- Relevant qualification, such as the Graduate Diploma in Habilitation and Disabilities of Sight (Children and Young People) or equivalent qualification with registration with relevant professional body.
- Communication skills for working with people who are Deaf, or those with Dual Sensory Loss e.g. clear speech, block alphabet, deafblind manual, BSL (if the applicant does not have these, they will be enrolled on BSL Level 1 as part of their induction, and will be expected to gain further skills and experience as part of their Continued Professional Development)

**PHYSICAL REQUIREMENTS/EFFORT**

Ability to travel extensively throughout Surrey, and to support with activities and events where required.

**WORKING ENVIRONMENT**

Office based with travel across Surrey, and the option of working from home on a hybrid basis when appropriate.

**DIMENSIONS**

Human Relations: self, a team of multi-disciplinary staff, and a team of volunteers

**Organisation Chart:**

On induction.