

Join us to help improve the lives of disabled children and their families by becoming our Service Development Manager in Dundee



JOB DETAILS

Job Title: Service Development Manager	Type of role: 31.5 hours, annualised. 37 hours in term time, 12 hours per week in school holidays
Salary: £33,200, pro rata	Location: Dundee

JOB PURPOSE

The Yard is an award-winning charity that runs adventure play services for disabled children, young people and their families in the east of Scotland. We offer disabled children and their siblings the chance to experience creative, adventurous indoor and outdoor play in a well-supported environment. Since we opened in 1986, our services have grown significantly, but we will always retain our holistic approach and ethos of child-centred and child-led play services. Our services are known for their innovative and inclusive approaches, and our facilities are unique in Scotland.

The Yard has been running weekend family drop in play services in Dundee since 2015 and during that time we have supported 160 disabled children and their families. We are now in a position to scale up the services that we deliver from a two day service to a five day service. Our plan over the next two years is to deliver a service out of a hired community centre, which combines direct delivery onsite with outreach work in other parts of the city. We have also been gifted land via the Community Asset Transfer process which will enable us to build a new purpose built adventure play facility. These will enable us to reach more children with disabilities and their families across the city and across the age range.

The role of Service Development Manager has been created to build, develop and manage the day to day service delivery of a wide range of sessions that will support disabled children and their families. The post holder will have an exciting opportunity to lead a team of committed and passionate individuals and develop a service that will welcome hundreds of families every year. We are looking for a flexible self-starter who knows and understands the needs of disabled children and young people and their families. Your role will be pivotal in the development of the future sustainability of the organisation and good networking and communication skills to build relationships with a broad range of stakeholders will help us build trust and support in new communities. You will be part of a team whose vision is to make life more fun and more fulfilling for disabled children and their families across Scotland.

This post is funded through the Aspiring Communities Fund (ACF) with support from the European Social Fund (ESF).

ORGANISATIONAL STRUCTURE

Reports to the Director of Operations. This post has line management responsibilities.

KEY RESPONSIBILITIES

- To work with the Director of Operations to build and develop the new operational plan for the Dundee service and playground, and translate this vision into practice
- To use the operational plan to create and develop new services that are child-centred, fit for purpose and high quality, and that are underpinned by robust policies and procedures.
- To lead on and deliver the day-to-day operations of The Yard Dundee, ensuring day to day management and effective delivery of service
- To oversee play, youth and respite services in line with The Yard's annual service plan and business plan
- Work to grow and develop partnerships across Dundee to help build awareness of our services and develop opportunities. Continually identify and follow up these and other leads, working closely with the Director of Development
- To provide effective management and direction to a team of play and youth work staff and to ensure they deliver services within budget
- Support staff effectiveness through the process of supervision, appraisal, and implementation of professional development plans
- To manage service delivery budgets, as delegated
- With the Director of Operations, ensure that all capacity and quality targets are met
- Liaise with the parents and carers of children and young people, schools and other organisations using The Yard's services to ensure service satisfaction remains high, services reflect the requirements of all parties and provide a feedback point for concerns or suggestions
- Ensuring new families are supported to join our community, linking them to other families for peer support as well as assisting those families who might benefit from further signposting
- With support from the Director of Operations and Office and Facilities Manager, ensure the Dundee building and playground is safe, dynamic and suitable for our children and families
- To ensure all services provided by The Yard take place within a framework of children's rights and always put the best interests of the child first
- To be aware of new developments in adventure play and provision for children and young people locally and nationally, and to articulate and share ideas and good practice in playwork for disabled children to staff
- To contribute to the recruitment and induction of new play staff for the Dundee centre

Implicit in this job description are the Scottish Social Service Council Code of Practice for all practitioners. These are:

- Protect the rights and promote the interests of service users and carers
- Strive to establish and maintain the trust and confidence of service users and carers
- Promote the independence of service users whilst protecting them where possible from danger or harm
- Respect the rights of service users whilst seeking to ensure that their behaviour does not harm themselves or other people
- Uphold public trust and confidence in social services
- Be accountable for the quality of their work and take responsibility for maintaining and improving their knowledge and skills

AUTHORITIES AND LIMITATIONS

Authority to purchase up to the limit of the delegated authority approved by the Board

KNOWLEDGE, SKILLS, QUALIFICATIONS, COMPETENCIES

Essential

- Professional qualification in line with SSSC registration requirements (or lower qualification and willingness to undergo training)
- Demonstrable knowledge of both Care Inspectorate and SSSC requirements
- Several years experience in children's services, disability services, adventure play, or youth work. Experience of developing services from scratch.
- Proven track record of successfully leading and managing a diverse team
- Experience of developing provision for disabled children and young people
- Excellent communicator at all levels, both written and verbally. Strong networking skills.
- Fully competent in MS Office, with good knowledge of database use.
- Excellent organisational skills and administrative abilities
- Proven experience working within and to a budget
- Proficient in team working as well as upon own initiative
- Ability to develop creative approaches and solutions to problems and situations
- Commitment to evaluation of service delivery, of quality and to continuous improvement
- An ability to work weekends and evenings, to accommodate the needs of the service

Desirable

- Full clean driving license
- Experience of safeguarding and supporting families in need
- First Aid at Work / Paediatric First Aid qualified
- IOSH / Health and Safety at Work trained

This post is funded by:



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