

Support Services Team Leader

Job Description and Person Specification

Location/Base

This post will be based at Ore Valley Business Centre, Lochgelly, however the post-holder must be willing to travel throughout Fife and occasionally further.

Pay Scale

£25,406 - £27,252 per annum

Hours of Work

Full time, 35 hours per week. This post requires flexible working hours which will include some evening and weekend work.

Travel Allowance

Travel expenses will be paid in accordance with current mileage allowances or at cost if public transport is used.

Annual Leave

Annual Leave entitlement is 35 days per year inclusive of Public Holidays

Disclosure

A full disclosure check through the PVG scheme is mandatory.

Job Description

The post-holder will be responsible for supporting a team providing holistic support to young carers across Fife. Alongside their line management responsibilities the post-holder will support respite groups, young carers on a 1-2-1 basis, provide assessments and Young Carer Statements as required.

Reporting directly to Fife Young Carers' Manager, the post-holder will be part of a team of staff and volunteers, all of whom are expected to contribute to the design and delivery of services to young carers and to the development of the organisation.

Key Responsibilities

- To work in partnership with the FYC Manager in delivering the FYC service according to Grant and SLA specification and in the development and implementation of the work of FYC. Ensuring all services delivered meet current legislative requirements, good practice and Fife Young Carers policies and procedures.
- In liaison with Manager assist in the planning, recording and dissemination of outcomes for annual reporting.

- To provide day to day Line Management support and guidance to the staff team, including the management and recording of annual leave and sick days for designated staff and ensuring appropriate cover during these periods; inductions; supervision and annual appraisals
- To undertake an operational role in the provision of Young Carers personalised and group support, assessments, reviews and young carers statements.
- To provide direct support, information and training to Young Carers to assist in building social & life skills; confidence and self-esteem.
- To contribute to strategic planning and service development for Fife Young Carers.
- To attend and contribute to both internal and external meetings as required.
- To be aware of and adhere to Fife Young Carers child protection policy and the relevant procedures for Fife's Child Protection Committee.
- In liaison with FYC Management develop a strategic approach to the use of Volunteers within the activities offered by the service. Research into best practice and local initiatives currently utilising Volunteers to the highest standard and adding value and benefit the service.
- To be aware of, and work within, national & local strategies, legislation and policies relevant to Young Carers and Young Adult Carers.
- Record keeping, monitoring, evaluation and report writing
- To undertake any other duties commensurate with the grade of the post.

Person Specification

Essential Experience, Knowledge and Skills:

- Relevant Education, Community Development, Social Care or Youth Work Qualification at SVQ3 or above (or equivalent).
- A minimum of 2 years' experience of working in children and young people services, particularly the more vulnerable
- Supervision of staff or volunteers
- Report writing
- Knowledge of children and young people's rights and the legal implications of working with young people
- Excellent interpersonal, communication and listening skills
- Experience of networking, developing and maintaining professional relationships in both the statutory and voluntary sectors
- Able to work on their own initiative, be resilient, prioritise and organise own workload
- Experience and knowledge of using assessment tools with young people
- Ability to develop, plan and deliver presentations and training to a variety of audiences
- Ability to record, monitor and evaluate work
- Ability to empathise and offer emotional support to children and young people
- Understanding of, and commitment to, the promotion of equal opportunities, policies and practice.
- Ability to work flexibly, including some evenings and occasional weekends.
- Good IT skills
- Full clean driving licence and access to a car

Desirable Experience, Knowledge and Skills:

- Sound understanding of national child care policy, the GIRFEC agenda, Health and Social Care Integration and carer policy
- Experience of developing and managing projects/ initiatives
- Understanding of the needs of young carers
- Knowledge and understanding of the statutory and voluntary sectors
- Experience of carrying out needs assessment for children and young people
- Understanding of the need for Young Carers Statements and The Carers (Scotland) Act 2016
- Ability to deliver and manage sessions to groups of young people
- Understanding of child development
- Understanding of current policy and trends in young carers issues, community care, health and social services

Personal Qualities

- Commitment to the rights of children and young people
- An approach to work which is positive, flexible and solution-focused.
- A willingness to work unsociable hours and to travel as necessary
- A positive approach to team working
- A creative thinker who is solution focused