

Position: Befriending Project Manager

Responsible to: Head of Youth and Families

Purpose of the Job

To manage Space Services that provide befriending to children and/or young people and their families. Ensuring quality, effectiveness, compliance and efficiency whilst holding the needs of the children and young people at the forefront.

To be a key leader in the Youth & Families team, building positive working relationships within Space and externally.

To support the Head of Service to continually plan, monitor, assess and develop projects within the befriending services, and across the wider Youth & Families services.

Key Duties

Service Delivery & Development

- Ensure the aims and objectives set out in relation to befriending services in the Space business plan are being effectively pursued in line with Space policies, procedures and strategies.
- Oversee all day to day befriending activities which contribute to the delivery of Space services for children and young people affected by parental drug and/or alcohol, living in kinship care and experiencing social isolation.
- Ensure adequate staffing levels for all activities within Space befriending services, to safeguard against risk and maintain quality of delivery
- Raise awareness of and promote the profile of Space befriending services
- Facilitate and inform collaborative and partnership working with statutory, third sector organisations and other stakeholders
- Proactively engage with service users, their families, and staff to plan and implement person-centred programmes to meet individuals needs
- Be fully conversant with the principles of GIRFEC and apply them to our services
- Identify opportunities for children, young people and volunteers to be involved with additional services that Space offers and with trusted partners
- Continually monitor, review and revise all activities and procedures within Space befriending services, using a co-production approach to involve staff, volunteers, parents/carers and children/young people, to assess quality and effectiveness
- Undertake activities that will allow Space to respond to opportunities that arise from additional funding, service trials or pilots and other innovative projects

People Management

- Manage and develop a team of staff and volunteers including effective recruitment, individual support, team meetings, planning sessions, and individual and group training development plans.
- Be a role model for all staff and stakeholders, showing optimistic, determined and positive leadership

Finance and Reporting

- Deliver high quality services for befriendees and befrienders within an agreed budget, whilst looking for opportunities to increase funds and save on costs
- Maintain accurate records of progress and outcomes, using the data to generate regular reports for funders
- Work with fundraisers to locate opportunities for funds and contribute to successful bid writing

Team work & Behaviours

- Effectively communicate, engage and inspire staff across the projects, and foster collaboration and team work throughout the organisation, including involvement in team meetings.
- Work to Space and sector legislative, ethical, policy and procedural requirements.
- Understand the requirement for confidentiality in our work and adhere to GDPR regulations.
- Care for the work environment to promote effective and harmonious working.
- Team work including taking part in the induction of staff and supporting other team members including offering constructive challenge where appropriate.
- Nurture a culture of kindness and uphold the integrity of Space whilst living our values
- Continuously monitor your area of responsibility and identify areas for improvement and organisational learning.
- Undertake relevant Continuing Professional Development and interest in the latest relevant literature.

Line Management

- Report weekly to the Head of Youth and Families, and undertake regular support & supervision.
- Provide regular support & supervision to Youth Befriending Projects Workers and Big Hearts Befriending Project Worker

Person Specification

Knowledge, skills and experience	
Minimum three years of work experience in a team management role, demonstrating leadership, performance management and supporting skills development	Essential
Have a flexible management style with the ability to challenge as appropriate, and give and receive constructive feedback	Essential
Have a recognised professional qualification in social work, youth work, community education, childcare or other subject relevant to this role	Essential
Have a sound understanding of the needs and challenges faced by families in a variety of different personal situations, in particular the effects of drug and/or alcohol use	Essential
Knowledge of legislation, regulations and financial issues relating to people affected by drug and/or alcohol use	Essential
Knowledge of the way statutory and voluntary agencies are organised and some experience of working in, or in partnership with, these types of organisations	Essential
Experience of delivering against targets and preparing reports to show outcomes	Essential
Experience in financial management and budgetary control	Essential
Ability to manage multiple tasks and prioritise workload	Essential
Have a creative approach to tasks and problem solving	Essential
Excellent English communication skills	Essential
Competent with the use of digital communications inc Microsoft Office Suite software with a knowledge of communication apps such as Zoom, MS Teams & Whatsapp	Essential
Values & personal attributes	
Be prepared to live our values and nurture a culture of compassion and kindness	Essential
Have excellent interpersonal skills to naturally form and manage appropriate relationships with a range of people of all ages and walks of life	Essential
Patient and respectful of all people, whatever their background or presenting behaviour	Essential
Be a role model for staff and stakeholders, showing optimistic, determined and positive management to support our organisational aims and outcomes	Essential
Appreciation for the impact of, and desire to work in, the Third Sector	Essential