



Chief Executive Officer Recruitment Pack

Circa £65,000 - £72,000

Based in East Kilbride, South Lanarkshire

Full Time: 39 Hours



Overview

Join our dynamic team as Chief Executive Officer of a sector leading children's charity

Up2Us offers an exciting opportunity for an experienced and progressive leader who is: a strategic thinker; innovative; solution focused; and driven to make a real difference to the lives of children and young people..

Up2Us is seeking a confident, energetic and visionary Chief Executive Officer to lead our organisation into its next phase of growth and impact.

With fourteen years of experience in delivering residential childcare and community prevention projects across the West of Scotland, we play an important role in implementing the Promise and Getting it Right for Every Child. Up2Us works with partners in social work, education, health, housing, the police, prisons, legal services and other voluntary organisations to support children and young people affected by childhood trauma. With a staff team of forty-seven, three owned residential houses and a community team working from Dumbarton to Cumbernauld you should be approachable and accessible to staff, able to step up or step down as the situation demands

About the Role

As our CEO, you will be responsible for the overall strategic, tactical, and operational leadership of the organisation. You will work closely with the Board of Directors, our staff, and stakeholders to further our vision, deliver our mission and improve outcomes for children and young people who have experienced trauma. This role requires a well-connected, forward-thinking leader with a proven track record of high performance in children's social work or a related field. You must be an exceptional, and open-minded leader with strategic planning, organisational management and creative thinking skills.

Why Join Us?

Up2Us offers a unique opportunity to be creative in making a real difference to the lives of children and young people in Scotland. You will be joining a passionate and dedicated team, committed to driving positive change.

As a medium sized charity governed by a volunteer Board of Directors, you will be empowered to recognise what is making a difference, and change anything that is not. We offer a competitive employment package including a private pension scheme, health care insurance, and a generous holiday entitlement.

Interested candidates should download the recruitment pack which contains more details about the role and how to apply. Applicants are asked to submit their CV and a covering letter detailing their qualifications and interest in working for Up2Us. The letter should be no longer than 2 sides of A4 in Arial font size 12. The CV and covering letter should be emailed to lynseyblaney@up2us.scot

All candidates are offered the opportunity of an informal meeting with the outgoing CEO, arranged at their own convenience. Telephone 07538 145662

"You're great at what you do and the support you give my sister works"

Sister of service user, Community Team - 2024





Who are we?

Up2Us is a registered third-sector provider in the Health and Social Care sector who specialise in helping children and young people between the ages of 10 – 27 to recover from trauma. We provide a range of residential and community support services to children and families, via children’s social work services, and adult health and social care partnerships. Our focus is on building loving and long-lasting relationships with children and young people which will help them get to a better place. We offer additional therapeutic supports such as hypnotherapy, music therapy and outdoor activities which are effective in improving wellbeing. We employ a highly qualified Autistic Spectrum Disorder specialist who works with young people and staff to make sure individual needs are understood and reflected in assessment, planning and activities.



The views are spectacular



Our houses are family homes



Young people design and decorate their own spaces

Up2Us Care

We own 3 houses, and one independent flat in Renfrewshire and North Ayrshire with a total of ten care placements which are situated in rural settings offering a calm, peaceful and therapeutic environment. Each house has 6 full time staff, one manager and holiday cover who are trained, knowledgeable and trauma informed. We have created nurturing family homes, with daily routines that involve young people, and a sleeping night shift.

With help from the Robertson Trust, we are in the process of building the ACE SPACE Hub within our grounds, which will be led by a Steering Group of young people, and offer a combination of therapeutic, leisure, learning and social opportunities for all service users free of charge.



Up2Us Care Home Service Inspection : August 2022 three scores of Five

“It’s not just a job to them like some places I’ve been, the staff here really care”

Young Male, 18 – 2021



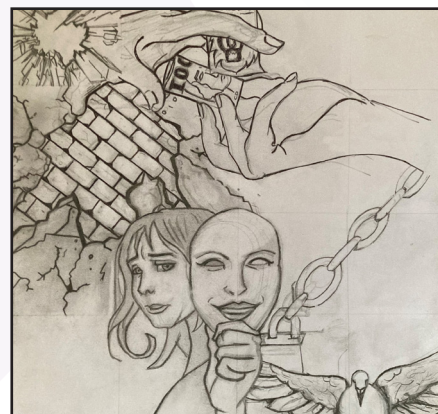
Who are we?



Life Story Work



We engage in any activity that helps young people engage



Life Story Work

Up2Us Care at Home and Housing Support Service offers a relationship-based approach to up to forty-five young people between the ages of 12 – 27 each year across the West of Scotland requested by social work and health. Young people usually develop close relationships with at least two members of our team and receive individually agreed support weekly with a clear purpose and timescale.

Community Prevention supports:

- whole families in difficulty to build strengths and resilience to prevent them being separated from each other in the care system.
- young people to live independently who may have experienced challenges in the past, including care, which make this difficult.
- young people caught up in the criminal justice system, to help explore why, and find out what we can do to help improve life experiences and life chances.

Mental Health Services support:

- young people in hospital who need help to prepare for living independently
- young people in their own homes to live with long-term mental health difficulties and personality disorders by building networks of support and increasing opportunities
- young people under Adult Support and Protection who need additional help to protect themselves

Time for Change is our charitable aim that provides help for young women caught up in the criminal justice system, free at the point of delivery



**Up2Us Care at Home and Housing Support Service Inspection:
February 2023 three scores of Five and one score of Four**

“They are like the family I never had”

Young Woman, 21, Time for Change – 2022

Key Responsibilities

Strategic Leadership

- *The Chief Executive Officer will embody the values and principles of Up2Us including compassion, dignity, respect, honesty and integrity*
- *Set the strategic direction of Up2Us, ensuring the vision and strategic objectives are clearly documented, demonstrating progress, and understood by all relevant parties, internally and externally*
- *Identify opportunities for strategic partnerships and collaborations that enhance our reputation by improving outcomes for children and young people affected by trauma*
- *Inform and advise the Board of Directors to facilitate timeous and effective decision making*
- *Work with the Leadership Team and the Board of Directors to ensure the appropriate levels of financial, physical and human resources are available to underpin the Board's strategic and operational plans*
- *Manage the organisation's annual reporting including the Annual Report, Audit, Care Inspectorate, external funding and Scotland Excel returns*
- *Manage and develop quality control systems fit for inspection, compliance with the law, and all sector regulations*

Operational Management

- *Supervision and appraisal of Head of Care/Senior Service Manager, Head of Business/Human Resources*
- *Maintain knowledge and understanding of the key service areas and projects within the Up2Us portfolio*
- *Oversee and observe all Up2Us policies, protocols, and business processes to ensure they remain current, relevant and legally compliant*
- *Ensure policies, processes and responses that support good communication, staff health and wellbeing and safe and effective delivery of work.*

Team Leadership and Development

- *Inspire, motivate and mentor the Leadership Team, encouraging a positive culture across the organisation*
- *Foster a collaborative and supportive work environment where all employees can flourish and feel a sense of purpose*
- *Encourage succession planning, empowering the Leadership Team to build organisational capacity by systematically developing strengths and addressing weaknesses*
- *Enable an inclusive organisational culture that actively encourages, supports and values diversity in children and young people, their families, staff and volunteers*
- *Support continuous improvement by identifying opportunities to learn and reflect on culture, systems and practice*

"I don't know where my grandson would be without Up2Us, it's been a great place"

Grandfather, Up2Us Care - 2024



Programme and Project Management

- *Lead the effective and efficient delivery of Up2Us programmes, identifying new partnerships and initiatives that improve the breadth and depth of services offered to children and young people affected by trauma*
- *Lead on projects already identified in the Board's Strategic Plan including: the rebuild of Time for Change, the Education Hub and a fourth residential service*
- *Oversee efforts to diversify funding streams and help secure financial support for the organisation's programmes and initiatives*

Stakeholder Engagement

- *Represent Up2Us externally, shaping its image and reputation through regular interaction with sector peers, partners, policy makers, the media and the public*
- *Advocate for children and young people at all levels, influencing and shaping the national policies they need to support recovery from trauma*
- *Develop and implement a stakeholder engagement strategy to maximise relationships with children, young people and families, commissioning authorities and partners, and community entrepreneurs.*

Financial Management

- *Oversee the financial performance of Up2Us, ensuring financial health, growth and sustainability*
- *Work with the Leadership Team to develop and monitor the annual budget, ensuring contingency planning and corrective action can be introduced as required*
- *Manage the annual audit and financial returns in line with legal requirements*

Communication

- *Develop and oversee the delivery of a communications strategy to build efficacy and enable children and young people to receive the support they need*
- *Manage the Up2Us brand to ensure consistent communication of our mission, values and successes*

We love to care

"They are creative in their approach and ensure our young person leaves the house and enters the community to build resilience"

Social Worker of Young Person who is Neuro Diverse - 2024

Candidate Profile

Experience

- Candidates should have significant experience at senior management level in children and youth services, social care work, or a related field
- Direct experience of the interface between the Scottish Government and the statutory and third sectors
- Previous experience of developing and implementing successful organisational strategies
- Significant experience of programme and project management including: accessing funding sources, assessment of need, stakeholder engagement, evaluating outcomes and reporting
- Significant experience of working collaboratively fostering and promoting team/partnership working, including integrated children's services
- Direct experience of preparing for an inspection by a regulatory body
- Experience of operating a business / budget exceeding £1.5 million

Knowledge and Skills

- Detailed knowledge of child development and trauma informed practice
- Knowledge of the care system in Scotland including the role of the third sector in integrated children's services
- A good working knowledge of the impact of childhood trauma including, but not exclusively: substance misuse; mental ill health; abuse and exploitation; global developmental delay and additional support; and personality disorder
- A strategic thinker able to drive the organisation forward
- An adaptive leadership style with the ability to influence others
- A confident and effective communicator able to inspire, motivate and energise
- In depth knowledge of risk assessment and management including safeguarding systems in Scotland
- An effective collaborator, able to work with a wide range of people to bring about innovative solutions and creative ideas that help keep Up2Us moving forward

Qualifications

- Degree level (or equivalent) in a related field which may include social work, education, nursing, psychology, or business.
- A post qualifying certificate in a related field would be an advantage e.g child protection/community development/addictions/public policy/leadership
- Professional registration of an appropriate body such as SSSC, the Teaching Council, the General Nursing Council or the Institute of Directors
- A well-maintained log of post qualifying training

“They help me when ma heid’s fried”

Young Woman, 25 - Time for Change



Strategic Objectives 2022-2024



“The flat has given independence with a network of support that can be increased or decreased depending on the young persons needs”

Social Worker, Up2Us Care - 2024

Our Record as an Employer

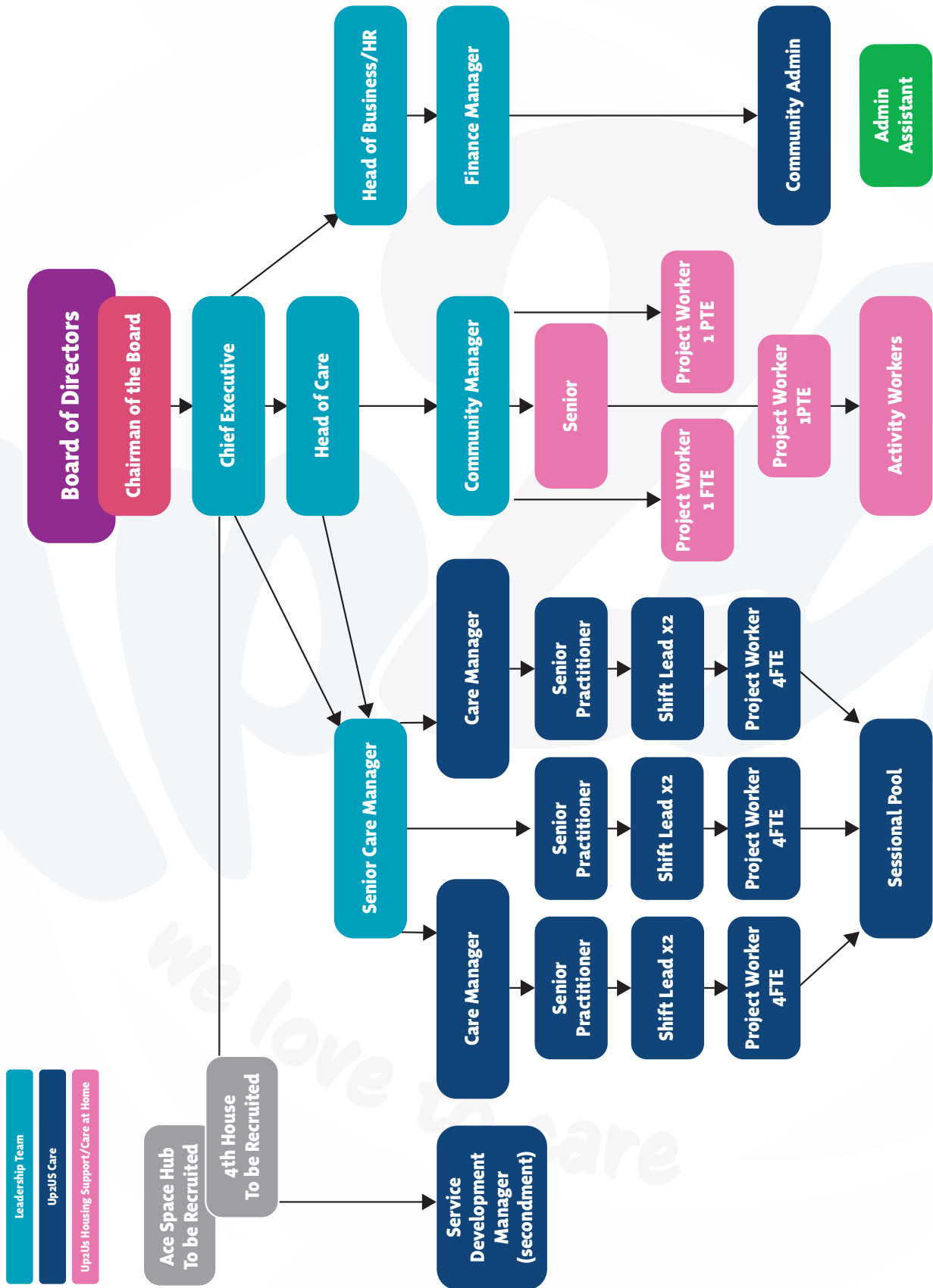
- We lead the sector in pay and conditions
- Membership of the Real Living Wage Foundation since August 2016
- Staff sickness at 4.6%
- Staff retention at 12.9% compared to national average of 29%
- Our confidential Annual Staff Survey evaluates our company culture, individual employee experience, team dynamics and management



"I feel comfortable here, I've never felt comfortable in another place before, feels like a place I can call home"

Young Person, 18 - Up2Us Care - 2024

Organisational Structure



"I had the best Christmas ever, Thank You"

Young Male, 11 - Up2Us Care - 2024

"Where do I even start with Up2Us? I honestly could not fault Up2Us, they were genuinely the best placement I've ever been to. And that says a lot, because I've been in 47 places during my 4/5 years in care. There's not a lot of places I could name that have met my needs and Up2Us went above and beyond to do that. They weren't afraid to try new things that other people wouldn't necessarily have thought of were willing to do. Up2Us respected me and my wishes much more than any other placement I've ever been to and they are without a doubt the most open and honest placement I've come across. But not only that, they were honest in a way that kept me safe, respected, and supported no matter whether it was good or bad news. When I went to Up2Us I had over the years attracted various labels of: "most complex"; "most challenging"; most this, that, and the next thing, and Up2Us were the first placement to refuse to see me as a label, and instead they seen me as who I am: a person. One of the managers there at the time once said to me "you are not crazy, you're traumatised" and that's stuck with me ever since because nobody else (more specifically, professionals) was able to see past my difficulties. Up2Us didn't fix me, but they were the first proper step in the right direction and without them I very much doubt I'd be doing as well as I am today as a young adult. Even when things didn't quite work out, they were still there for me, and they fought for what was in my best interests when they needed to. Up2Us are literally the definition of Getting It Right For Every Child and meeting their needs individually. I could write about Up2Us all day and still not get across all the positives and the things they did right because there are so many of them. They met my needs as an individual, kept me safe, moved at my own pace, encouraged me to be autonomous when I was able, and most of all they just done what was right for me at the right time. The environment as well is an important part. Not one part of Up2Us felt like a "unit", which is a word I regularly use to describe other placements I've been to. It was calm, relaxed, and inviting which not many placements are. I could use the same words to describe the staff, plus some! Every member of staff looking after me was capable, confident, and very caring. Any issues or concerns I had were dealt with quickly as well. So all in all Up2Us was an amazing placement with amazing people and I couldn't thank them enough for all that they done for me."

Testimonial from a service user asked for feedback on Up2Us 2023

"When I met my worker he got me an in (to football) and he picked me up twice a week and made me go – he never took no for an answer. He got me out of bed, chased me down the shops, found me in all sorts of dodgy situations. I realised that I had to go cause he was putting himself out for me and I started to turn up. It was no bad, I turned up and I always tried. After a bit those guys started to see me, they started to say hi, and sometimes I got included in the starting line-up. After a while they started being friends with me and I looked forward to seeing them, we had a great laugh. Then this happened - those guys had friends and their friends started being my friends too and then I had a group of real friends for the first time. I got pretty good at football, and they relied on me in the team. Playing football helped me to stop getting so frustrated and I got more fit and it felt so much better in my head. My worker never stopped picking me up and I never got let off with not turning up. I've been with the team for years cause of my worker and then I needed to think about what I was going to do. Going back to school wasn't going to happen so I wanted to look for a job. One of the older guys on the team was a plasterer and he asked his boss to give me a start, he knew I would be reliable cause I always turned up. I started that job and I loved it, I picked things up quickly and got so good that eventually they gave me a real job. Those guys at work started being my friends as well and their families took me in cause I was the youngest. I go round for dinner, and we play football at the weekend. So now, just cause of my worker, I have places to go and people to see. My life has changed completely. When I met him, I had no one and when that's the case there's only one place you'll always belong and that's the streets – and that's where I was for years. My worker took me off the streets and helped me make a life. Now I have a job, I have friends who're just like a family and I'm not just surviving day-to-day."

Dean aged 19 – Exit interview for Community Team