

RECRUITMENT PACK

TEAM LEADER - CYP

CANDIDATE PACK

Thank you for your interest in working for Julian House. We are a growing organisation providing life-changing services to people facing acute challenges in their lives.

This pack contains the following information:

- About Julian House
- Our Vision and Values
- Job Description and Person Specification
- Guidance on Completing the Application Form
- Benefits
- Terms and Conditions

Julian House is an Equal Opportunities employer and welcomes applications from all sections of society. This includes applications from those with personal experience of homelessness or other forms of social exclusion.

I hope you find this pack helpful and consider making an application.

If you decide to apply, we look forward to discussing the part you can play in Julian House's future.

Contact Details

Should you have any questions about this position or would like additional information, please do not hesitate to contact the HR team - HR@julianhouse.org.uk

(Strictly no agencies please)

ABOUT JULIAN HOUSE

Julian House is a growing organisation - providing life-changing services to people facing acute challenges in their lives.

We are a charity and registered provider with the Homes and Communities Agency. We were originally established in 1987 after a homeless man died on the streets of Bath. Spurred by this tragic incident, our founders decided that something needed to be done to help the homeless.

Our roots as an organisation are therefore in meeting the needs of street homeless people. In the early days this was limited to offering essential food and shelter. Over time we have developed many new projects which not only address the symptoms of homelessness, but also tackle the underlying complex causes: including offending; substance misuse; domestic abuse; mental health needs; physical health needs and unemployment.

Today we provide service users with multiple and complex needs with accommodation, person-centre support, skills training, employment support and work-experience opportunities to improve their life choices and chances. We aim to empower our service users to regain control over their lives, to develop their skills, resilience and independence and rebuild a future for themselves and their families after homelessness, prison, addiction, domestic abuse, and long-term unemployment. We work across South West England. We remain focussed on those in our communities who are the most excluded. Our main activities are the provision of:

- Specialist housing support services, providing safe and supportive accommodation and outreach for rough sleepers, offenders and ex-offenders, people with substance misuse needs, men, women and children with experience of domestic abuse, refugee families, and single homeless people with a range of complex needs.
- Social enterprise projects providing structured training, accredited qualifications, work experience and employment support for a range of socially excluded people.

Julian House is a voluntary organisation at its core and there are more than two active volunteers for every employed member of staff.

For more information

Visit our website www.julianhouse.org.uk

OUR VISION AND VALUES

We value the individual.

We are collaborative.

We are creative.

We strive to:

- Hold Service Users central to everything we do.
- Pursue effectiveness, efficiency and financial stability.
- Value all those who work and volunteer within the organisation.
- Build productive relationships and collaborations with local councils, agencies, and other charities in the sector.
- Embrace and lead change and development.
- Strive for fairness and equality.
- Act responsibly towards the environment.

VISION

Our Vision is:

- A just society where socially excluded people are supported and empowered to build sustainable, independent lives.

JOB DESCRIPTION

Job Title:	Team Leader - Children and Young People (CYP)
Responsible to:	Service Development Manager or as directed
Purpose of the Post:	To lead a small team of CYP Casework Co-ordinators specialising in the recovery from, and prevention of, domestic abuse. To ensure the delivery of a consistently high quality, safe and person-centred service. To hold a reduced caseload of Children and Young people and to lead and participate in the delivery of groupwork programmes.

Key Responsibilities

Service Management:

Within agreed areas of service delivery:

- Provide planning, leadership and direction for a small team providing specialist support to children, young people (CYP) and their carers who are accessing the service.
- Promote the 'Think Family' approach to supporting vulnerable families.
- Progress and track referrals made into the service and allocate new cases to the team as required.
- Manage your own reduced caseload of CYP and their carers, supporting their recovery from domestic abuse at a level agreed with the Service Development Manager.
- Reflect the organisation's high priority for Client empowerment.
- Establish effective working relationships internally and with external agencies to build a positive service and enhance the organisations' reputation.
- To advocate for CYP with statutory agencies, particularly schools, and in multi-agency forums to represent their needs and work towards improved wellbeing for the family.
- Track and monitor support delivered by the team and its impact through review and use of outcome tools.
- Effectively enable your team to take a common sense approach to risk management.
- Maintain service performance to agreed targets and ensure that Stakeholders reports are submitted on time.
- Ensure that all members of the team, work within the safety guidelines established for the service including Health & Safety and Lone working protocols.

Staff & Volunteers:

- Lead the effective recruitment, induction and ongoing support / development of staff, students and volunteers.
- Build an effective and motivated staff and volunteer team promoting a culture of continuous improvement.
- Provide a clinical lead to the staff team and develop a learning and best practice culture within the service.
- Ensure that the appropriate levels and quality of staff and other resources are available to meet the agreed service standards.

Financial and performance management:

- Actively liaise with the Finance team and Service Development Manager regarding income /expenditure for your service.
- Work with Service Development Manager to devise and manage the annual budget, whilst supported by the Finance Team.
- Actively manage income and expenditure throughout the year continually seeking opportunities to innovate and improve efficiency in service delivery, supported by the Finance Team.
- Manage existing monitoring systems which demonstrate the usage and achievements of the service for your team, the organisation and external audiences.

New Business Development:

- Work with the Service Development Manager and the Business Development Manager through consultation around tenders and fundraising projects for new and existing services and take forward new initiatives.

Partnerships:

- Professionally represent the service and organisation at key strategic forums and operational working groups
- Develop information sharing and joint working protocols with relevant agencies to ensure a seamless and coordinated service for CYP and their families/carers.

Other Tasks:

- Work within the organisation's policies and procedures, and in accordance with the Equal Opportunities policy; aiming to counter all forms of discrimination
- Carry out, within reason, any other duties necessary to achieve the smooth running of the service and undertake other organisational duties, which are broadly in line with the above key responsibilities

PERSON SPECIFICATION

Qualifications	
A qualification in a relevant field, i.e. Social Work, Psychology, Youth Work, Teaching	Desirable
Knowledge & Skills	
An excellent understanding of domestic abuse, including the impact this has on children and young people.	Essential
Ability to problem solve and to make well balanced, considered, safe decisions	
Understanding of health and safety issues especially those relevant to domestic abuse and lone working.	
Excellent time management skills with the ability to work under pressure and manage a complex and demanding workload.	
Ability to build and maintain good relationships with Stakeholders and other organisations	
Ability to build empowering and boundaried relationships with staff, CYP and their carers.	
A very good understanding of safeguarding and experience of working with child protection issues.	
Ability to maintain accurate up to date case notes and to record statistical data as necessary	
Excellent verbal, written communication and interpersonal skills	
Good administrative skills with the ability to use Microsoft Word, emails basic spread sheets and report writing.	Desirable
A full driving license and access to a vehicle	
Experience	
Minimum of 2 years' experience of managing a small staff and/or volunteer team.	Essential
Track record of working with individuals and/or families who have experienced domestic abuse	
Experience of assessing the safety needs of individuals and/or families who have experienced domestic abuse	
Experience of providing effective one to one support and the ability to evaluate and reflect on your own work	
Experience of leading and facilitating group work programmes in any setting	
Experience of multi-agency working	
Experience of managing difficult behaviour in a calm and professional manner.	
Personal experience of domestic abuse and/or social exclusion	Desirable
Values	
Empathy and understanding of the needs of Julian House Clients.	Essential
Commitment to equality of opportunity.	

GUIDANCE NOTES ON COMPLETING YOUR APPLICATION FORM

Please read these notes carefully. They have been written to help you make the best of your application. The decision to shortlist you for interview will be based solely on the information you provide on the application form and supporting statement. Please do not send us your CV or any additional information.

The supporting statement should address how your experience and skills equip you to fulfil each element of person specification.

EXPLANATION OF TERMS USED

- Job description - Gives details of the duties of the post. Use this as a guide to decide whether or not you think the job would suit you.
- Person specification - Lists the criteria, which will be used to assess your application & covers the qualifications, specialist knowledge and experience that we are looking for.

WORK EXPERIENCE

Include all relevant work experience including part-time or voluntary work, particularly if you have not been employed on a full-time basis before include any previous posts you may have had with your current employer.

REFEREES

One of the referees that you provide should be your present or most recent employer. If you have not been employed, or have been out of employment for a period of time, you may wish to give the name of anyone who knows you sufficiently well to confirm the information that you have given and to comment on your ability to do the job.

NOTIFYING YOU ABOUT YOUR APPLICATION

Please note we are not able to personally acknowledge receipt of individual applications; once your application has been completed on-line you will, however, receive a confirmation email from the system. We will shortlist as soon as practicable and generally aim to notify shortlisted applicants within 5 days of the closing date. Unfortunately, due to the high volume of recruitment Julian House is generally not able to give feedback on applications that have not been shortlisted.

SENDING IN YOUR APPLICATION

Applications received after the published closing date will not be considered.

BENEFITS

PENSION SCHEME

Your pension scheme is a defined contribution scheme with the Social Housing Pension Scheme. Under auto enrolment you will automatically be enrolled in the pension scheme at 4% contribution from your pay and 4% from Julian House. You can opt out of the pension scheme, and you can also increase your contribution to the pension and Julian House will match your contribution up to 6% of your salary.

EMPLOYEE ASSISTANCE PROGRAMME

You can access a free and confidential support service. Help is available for everything from relationships, to stresses or life events, bereavement and loss, family issues, anxiety and depression, disability and illness, bullying and harassment, debt, health and well-being.

STAFF AWARD SCHEME

Once a year, fellow staff are able to nominate colleagues for exceptional pieces of work. The winners are awarded fantastic prizes. Sadly, you cannot nominate yourself!

CASH HEALTH PLAN

Your cash health plan with Simply Health helps you cover the cost of visiting the dentist, optician, physiotherapist, chiropractor and a number of other healthcare professionals. Whether it is a check-up, treatment or an emergency, the scheme will give you cash back dependant on your type of claim.

TRAINING AND DEVELOPMENT

We offer staff a wide range of training and development opportunities to realise your potential and enable you to achieve your best.

20% DISCOUNT AT JULIAN HOUSE SHOPS

You can claim a 20% discount on all new and refurbished bikes, accessories, parts, servicing and repairs at our bike workshop social enterprises as well as at our charity shops.

TERMS AND CONDITIONS

Salary:	£25,000.00 pa (pro rata)
Hours of work:	Part time – 19 hours per week (term time only)
Contract:	Permanent
Holidays:	There is an entitlement of 22 days annual holiday, plus Bank Holidays (pro rata for part time). There are subsequent increases to entitlement to annual holiday according to length of service.
Sickness:	(5 days' pay during probationary period): 2 weeks full pay, 4 weeks half pay (pro rata for part-time).