

SUSSEX COMMUNITY DEVELOPMENT ASSOCIATION

Job Description:

Children, Families & Young People Senior Services Manager

**Reporting to: Community Development & Health Programme
Manager**

**Work pattern: 30 hrs per week based Newhaven, to include some
oversight and delivery of out of hours youth-work related sessions
& with travel across E. Sussex to various outreach delivery
locations.**

Starting salary: £35,304 pa pro rata

Permanent contract



The Organisation

SCDA was founded in 1997. Its primary purpose is the development of sustainable community-based regeneration initiatives addressing the economic, environmental, and cultural and community needs, and particularly addressing the needs of people experiencing complex challenges in the community.

SCDA now runs a range of projects and services aimed at supporting community involvement across East Sussex. Funding has been secured from a range of sources including Lottery Community Fund and charitable trusts as well as contracts to deliver services and run projects across East Sussex, including from the DWP, East Sussex County Council (ESCC) & Home Office.

To support its core activities SCDA also runs a number of Social Enterprises. These include Sussex Community Counselling, Denton Island Nursery rated as 'Good' by Ofsted, and a charity retail shop.

For further reading and information regarding SCDA's Vision please visit:

<https://sussexcommunity.org.uk/wp-content/uploads/2026/01/Our-Vision-2025-2028.pdf>

There are 12 main service areas grouped under 3 broad headings:

Health and Wellbeing – delivering counselling and suicide support and prevention through Sussex Community Counselling; delivering activities to develop active travel, environmental awareness and strengthen community resilience to the impacts of climate change; deliver activities which address the wider determinants of health and wellbeing and address health inequalities; build stewardship of actions to address loneliness and social isolation.

Vibrant Communities – developing community infrastructure and coordinating activity to identify community needs; delivering activities to support families and family learning for partners and carers of children under 8; creating vibrant community hubs as community resources; supporting an active Young People's voice in the development and delivery of services and the delivery of activities supporting local young people.

Money, Housing and Jobs – supporting unemployed people across East Sussex, specialising in those who find it hardest to find and sustain paid work; supporting access to advice, information and signposting including specialist free, impartial, quality assured, confidential specialist advice; promoting food security and access to healthy, affordable food choices; supporting community wealth building through social enterprise.

SCDA has a strong track record in partnership working and in the quality of service delivery to meet the needs of people experiencing complex challenges: supporting people and communities to thrive.

The context of the job

The organisation currently employs approximately 70 employees and delivers across East Sussex. One of SCDA's Core Values is teamwork & supporting colleagues and we therefore expect all members of staff to demonstrate flexibility within their specified job role and offer support to other team members as and when required.

Flexibility to work evenings and occasional weekends is expected in this role to meet children, families & carers' needs or young people's needs and availability, and to support any employees working with children, families and carers or young people, and also to facilitate community interest events and activities. Additional remuneration is not applicable, flexing working pattern in the week where such activity occurs is normal practice, and authorised time off in lieu may be granted for certain events, in line with the policy.

Job Purpose

The purpose of the Children, Families & Young People's Senior Services Manager is to manage and coordinate a range of programmes supporting the community needs of these groups. These services currently include:

- Outreach and local activities to meet the wider needs of young people in the Havens area in collaboration with local stakeholders and partners
- SCDA's Youth Hub, ensuring it remains a vibrant centre for young people's activities and services, including through partners
- Strategy for Young People & Youth Work: Development, oversight, management and evaluation of SCDA's work with Young People, including a range of youth services and activities, the further development of the voice of young people through Newhaven Young People's Forum (NYPF) and the coordination of a multi agency delivery and stakeholder partnership.
- Project leadership of the Positive Activities (Social Prescribing for Children & Families), working specifically with Ukrainian guest children.
- Delivery of holiday activities for children and young people including HAF (Holiday Activities and Food) and paid places
- Development and delivery of activities to support the needs of parents, carers and children including through building the voice of parents and carers and understanding of the needs of families
- Family Learning contract with ESCC, ensuring geographic reach across E. Sussex, and adherence to targets for attendance & quality of provision.

Main Tasks

Senior Services Management responsibilities:

- Lead and motivate a multidisciplinary team, developing talent and encouraging good high quality performance at all levels
- Collaboratively work with partner organisations & direct reports to support delivery and ensure effective management of related Children Families & Young People's services projects, reporting any concerns to Community Development and Health Programme Manager and leading on next steps as required
- Deliver & coordinate services to young people utilising appropriate Information, Advice and Guidance methodologies to ensure impartiality and ensure standardised quality across all services and activities
- Write and contribute to funding applications to support the various projects and services within this remit
- Support the development of young people's wellbeing programmes, seeking accreditation where appropriate
- Develop strong partnerships with stakeholders within the Havens area and across East Sussex

- Develop thematic understanding of the needs of young people and children in Lewes District through the infrastructure work of LDCAN (Lewes District Community Action Network)
- Ensure appropriate risk assessment of activities are completed
- Ensure recruitment and deployment of staff as necessary to meet contracts
- Ensure project spend across the various services under this remit is managed, and monitored strictly according to budget as set by SCDA
- Ensure the team provide systematic and high quality approach to problem identification and referral across all services under this remit.
- Ensure appropriate monitoring documentation is in place and adhered to for recording and tracking all necessary data for reporting purposes, including referrals and various outcomes, particularly about safeguarding
- Identify and work with others to establish staff team's training and development needs
- Observe team on a regular basis to check quality and that recording methods are being followed using a systematic assessment process
- Provide appropriate opportunity to 'debrief' effectively after running sessions, and organise supervision, and access to appropriate clinical supervision if required, to ensure continued wellbeing of the team
- Supervise and appraise individual's performance and work closely with management colleagues and HR in recognising issues of conduct, capability or other and address concerns in a timely manner
- Trouble shoot contract or delivery issues as they arise and report to line manager.
- Act as Designated Safeguarding Lead for services within this remit (and to deputise for other DSLs in other project areas as necessary e.g. covering annual leave etc).

Monitoring and Management Reporting:

- Regular oversight and maintaining vision of the overall budget and expenditure for the various projects
- Support team and lead on preparing related reports, including user data, for the contractors and funders, SCDA, partners and for any project steering groups/forums
- Liaise regularly with team through regular 1 to 1s and annual appraisal process to monitor agreed project outputs
- Keep accurate records, provide written and statistical reports as required, develop and maintain appropriate administrative and recording systems. Update and scrutinise these systems annually or sooner if there is a change in regulations
- Attend relevant steering meetings and training with contractors or partners as necessary
- Meet regularly with the Community Development and Health Programme Manager for review, and take responsibility to follow through agreed areas of work
- Promote and comply with SCDA's policies and procedural requirements, including all HR processes in respect of self & team.

Youth centre building management:

- Ensure Youth Centre is fit for purpose, cleaned and stocked appropriately, raising any concerns to the Community Development and Health Programme Manager & Facilities & Premises Coordinator for rectification.

Marketing and Promotion:

- Work with referral partners to ensure promotion, briefing and refreshing of referral links and that referral pathways operate smoothly and consistently across work area.

- Building the voices of young people, parents and carers to ensure services are developed responsive to the needs of local people

(i) EQUAL OPPORTUNITIES

Sussex Community Development Association is working towards equality and has policies relating to the equality of opportunity in employment and service delivery. All staff are expected to comply with these policies.

(ii) HEALTH AND SAFETY

All staff has responsibility to maintain the health and safety of themselves and others within the performance of their duties in accordance with SCDA health and safety policies and to undertake specific health and safety responsibilities as necessary.

This job description sets out the duties of the post at the time it was drawn up. Such duties may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations cannot in themselves justify a reconsideration of the grading of this post.

Signed.....

Dated.....

Person specification

Essential qualifications:

- Degree or related youth work/sports/teaching or adult education qualification or equivalent (a relevant qualification is essential in this role)
- Recent & relevant training e.g. Child Protection/Safeguarding and ESSCP training offer

Essential skills, abilities and knowledge:

- Significant previous supervisory experience, setting targets and monitoring performance of others
- Safeguarding experience including escalation, excellent note taking and referral routes
- Experience of working intensively with vulnerable young people experiencing mental health & other complex issues
- Strong organisational and workload management skills
- Excellent Microsoft Office skills
- The ability to manage, create and market a needs-based and inspiring programme of activities for children, families and young people building on existing services and developing new services to continue to meet local needs
- Ability to manage a team to inspire, motivate and encourage families and young people to engage in a range of activities, services and courses.

Essential Experience:

- Experience managing, leading, inspiring, directing a team delivering in outreach capacity with communities and lone working
- Excellent written communication skills including complex report writing
- Previous experience working with budgets and managing oversight of spend and allocation of funding
- Experience of delivering information, advice and guidance or services to young people and individuals

- Experience of writing risk assessments and ensuring activities are well managed
- Experience of developing, delivering and evaluating services in the community
- Recent and relevant experience of working with children within the EYFS and/or children aged 0-12
- Experience of working in a complex environment with a range of different partner agencies.

Desirable experience:

- Fundraising experience and writing successful funding applications

Essential personal qualities:

- Approachable and able to work with a wide range of people, parents, professionals, children and young people and 'hard to reach groups'
- A commitment to working effectively on own initiative or as part of a small team
- A commitment to parental and young people involvement and support
- Sensitive and able to listen effectively
- Excellent personal and professional boundaries
- Personal commitment to implementing good anti-discriminatory practice
- Ability to remain positive, enthusiastic and creative under pressure
- Resilience to withstand peaks in workload
- Good understanding of data protection & GDPR requirements
- Clear understanding of client confidentiality.

Desirable Knowledge:

- Legislation and regulations relating to service for children, families and young people

Circumstances:

- Car driver and owner preferred as the role involves travel to outreach and other partner delivery locations across the Havens area
- Able to undergo enhanced DBS & health checks as required by the role.