



Title: **Team Leader, Children & Young People Service**

Responsible to: Head of Outreach

Line manager: DHS Manager

Salary: £32,101 – £36,130

Location: Hybrid. Predominantly home-based with potential to work from Edinburgh office. Occasional travel across Scotland to support families.

Status: Fixed term contract- 12 months maternity cover.
Full-time (35 hours). Alternative work patterns will be considered.

Proposed start date: January 2024.

No Mind Left Behind

For over twenty years we have been making a huge difference to the lives of neurodivergent children, young people, and their families. Our goal is to become a world-leading centre bringing practical help, research, and education together to address the impact of neurodiversity. We aim to help create a world in which no mind is left behind.

This is a key role for the organisation to lead our work with children, young people and their families. The role requires excellent skills in supporting staff, developing services and supporting neurodivergent children, young people and their families. Knowledge of neurodiversity is essential, as is experience of leading teams. We are proud of our supportive, collaborative team ethos and this role is essential in contributing to the delivery of high-quality services.

Research has always been central to our vision for a world leading centre of excellence. Neurodiversity knows no boundaries and our work is complemented by the Salvesen Mindroom Research Centre (SMRC) based at the University of Edinburgh.

In this role you join Salvesen Mindroom Centre at an exciting time, as we continue our work to improve the daily lives of children, young people and families.

Job Purpose

In this role you will support the Direct Help and Support (DHS) Manager to deliver services and meet the strategic aims of the organisation. You will lead our Children and Young People Service, overseeing a range of projects and service level agreements, supporting neurodivergent children and young people across Scotland, aged up to 25. This includes management of a team of Children and Young People Outreach Specialists. Our highly skilled staff team is neurodiverse, and it is essential that Team Leaders support our team to achieve their full potential.

You may also manage an individual case load, providing 1:1 issue-based advocacy to neurodivergent children and young people. This involves forming meaningful working relationships, creating a plan in partnership with the child or young person to address the issues they are facing and supporting them take part in decisions affecting their lives.

The charity is based in Edinburgh however the Direct Help and Support (DHS) service in which this role sits, covers the whole of Scotland. The post holder will primarily work from home, with some use of our Edinburgh office. During induction for the role, we may require a more frequent presence in our Edinburgh office. Travel across Scotland will be required to provide direct support to children and young people and to attend events.

We support families using a mix of communication methods, including in-person sessions, virtual meetings, phone, email and text messages. You should be an excellent communicator, able to adapt your approach to engage with a variety of stakeholders. Team Leaders should promote hybrid working within their own case load and across the team, ensuring a balance of in-person and virtual communications.

Duties:

- Lead on the delivery of our Children and Young People Service, overseeing a range of projects and service level agreements, ensuring we provide consistently high-quality support to neurodivergent children and young people across Scotland.

- Work collaboratively with the DHS Management team to contribute to the effective running of our Direct Help and Support Service, providing support to other teams as required, including supporting students and volunteers.
- Participate in recruitment and induction of staff as required.
- Provide line management support to a team of Children and Young People Outreach Specialists, including daily support, regular supervision and case discussions and overseeing quality of work and adherence to policies and procedures.
- Promote staff development, carrying out annual and mid-year reviews, identifying strengths and providing opportunities for growth, in line with organisational objectives.
- Oversee all enquiries to the Children and Young People Service, managing waiting lists, allocation of cases and associated processes and maintaining workloads across the team. Ensure we provide effective person-centred support, while meeting service delivery requirements.
- Contribute to the development of the Children and Young People Service, reviewing procedures and working practices and identifying opportunities for service development.
- Manage an individual case load, supporting neurodivergent children and young people aged up to 25, providing issue-based advocacy, including non-instructed advocacy. This will include using a relational approach to work towards outcomes agreed in partnership with the child or young person. It may include liaising with professionals, attending meetings and writing reports.
- Act as one of the Designated Child Protection Officers, responding to safeguarding concerns, including liaising with other agencies as required, associated recording, and engaging with the Board of Trustees.
- Oversee the facilitation of our young people's stakeholder group. Support the ongoing recruitment of members for the group.
- Take an active role in monitoring and evaluation of the service, supporting accurate recording across the team, generating data for

service evaluation and funding reports and contributing to reports to the Board of Trustees.

- Contribute to project work, including creation of resources, both through individual participation and supporting participation of team members, taking a lead role when required.
- Engage with other professionals and organisations, including representing the organisation at events, building the profile and positive reputation of the charity across Scotland. Support team members to take part in engagement activities.
- Work with the Head of Outreach to raise awareness of neurodiversity and improve professional practice, including through participation in research, consultations and attendance at Cross Party Groups. Support team members to engage in advocacy activities.
- Any other reasonable duties as required.

Additional information

The salary range is £32,101 – £36,130 depending on skills and experience. New employees will usually be appointed at the first point on the salary scale. This is a fixed term contract for 12 months, providing maternity cover, with a proposed start date of January 2024. We offer 27 days annual leave, plus 8 days public holidays pro rata for part time employees. The charity operates a contributory pension scheme to which the employer contribution is currently 5%. There is a mileage allowance for own car use. We have a confidential conversations service in place for all staff, currently provided by Crossreach. Out of hours work is covered by a TOIL policy.

PVG registration is required for this role and the successful applicant will be expected to comply with Salvesen Mindroom Centre's policies and procedures, including confidentiality and data protection. A driving licence and access to a vehicle to undertake planned travel is an ongoing, essential requirement of this role.

All new employees will be required to successfully complete a 6-month probationary period.

Person Specification

		Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • Educated to SCQF Level 10 in a relevant field (education, health, social work, law). <ul style="list-style-type: none"> ○ Qualifications may include Honours Degree, Graduate Diploma, Graduate Certificate, Professional or Graduate Apprenticeship at SCQF Level 10 or significant equivalent skills and experience. https://scqf.org.uk/level-10/	✓	
Experience	<ul style="list-style-type: none"> • Valid Designated Child Protection Officer accreditation, or willingness to acquire this • Experience of providing support for neurodivergent children, young people and their families • Experience of advocating for vulnerable groups • Experience of collaborative working • Experience of providing supervision and support, motivation and inspiration in leading team members • Experience of flexible leadership approaches to enable team members to fulfil their potential • Experience of working within either health, education or social care • Experience of working with confidential personal data • Experience of monitoring and evaluating service delivery 	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓	✓
Knowledge	<ul style="list-style-type: none"> • A good understanding of Scottish Government legislation and policy (particularly The Education (Additional Support for Learning) (Scotland) Act 2004, GIRFEC and Curriculum for Excellence) as well as the 	✓	

	<p>UNCRC, UNCRPD and The Promise</p> <ul style="list-style-type: none"> • Knowledge of child protection and adult support and protection requirements. • An understanding of neurodiversity and how neurodevelopmental conditions affect people’s lives • An understanding of how the third sector works • Knowledge of multi-agency and inter-agency working • Familiarity with data protection requirements under GDPR 	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	
Skills	<ul style="list-style-type: none"> • Ability to motivate and support a team, instilling confidence • Excellent organisational skills and ability to manage time and meet service delivery requirements • Ability to prioritise and take a flexible and responsive approach to work • Ability to form meaningful working relationships with children and young people, and provide effective advocacy • Ability to manage high-pressure situations • Excellent communication, presentation and interpersonal skills • Ability to build effective relationships with colleagues and external stakeholders • Skills in non-instructed advocacy • Strong IT and office-based skills • Familiarity with the use of databases 	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	✓
Other	<ul style="list-style-type: none"> • Valid driving licence and use of a roadworthy vehicle – this will remain an essential requirement to ongoing employment in this role. 	✓	

	<ul style="list-style-type: none">• A satisfactory PVG check (post offer of employment) – ongoing PVG eligibility is a requirement for the role	✓	
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