

Community Engagement Manager

Job Description

Job Title:	Community Engagement Manager
Project:	Detached Youth Project – East Dunbartonshire
Duration:	Fixed term contract (In line with East Dunbartonshire Council funding)
Reports to:	Assistant Service Manager
Hours and work pattern:	The Manager will deliver and support community engagement workers to deliver youth work sessions in community locations across East Dunbartonshire Friday and Saturday evenings 5pm to 10pm and one other mid-week evening between 6pm and 9pm. Remainder of working time to be flexible.
Salary:	£32,252
Holiday entitlement:	28 days annual leave days and 9 Public Holidays

Our Mission: To provide the support young people need to make positive changes in their lives, and inspire a more helpful future for them, their families, and communities.

Our Vision: A world where every young person is respected, valued and has the opportunity to actively participate in all aspects of life and society.

Purpose of Role

To manage and effectively deliver the detached youth work service in East Dunbartonshire. This is a model of youth work delivery with workers going to where young people are; this can be in parks, ball courts, shopping centres or streets/neighbourhoods. This will involve partnership working with other service providers including community organisations, voluntary sector youth work providers, community wardens, and Police Scotland. The Community engagement Manager will liaise with community partners building knowledge of priority areas within East Dumbarton.

Service Delivery

The manager will be responsible for all aspects of service delivery including direct delivery of detached youth work 3 nights per week and the direct line management of the community engagement workers. The service will provide detached youth work in priority locations within East Dunbartonshire.

- To build positive relationships with children and young people, encourage positive behaviours and provide diversionary activities.
- Engaging children and young in a young person-centred, non-judgemental way, meeting young people where they are, building relationships and gaining trust.
- Provide information for young people on diversionary activities.
- Build a model of trusted relationships with young people to help engage them in positive activities, education, training, employment and support.
- Provide information and advice to children and young people around subjects such as substance use, mental health, loneliness, sexual health, relationships, exploitation, housing and economic wellbeing.
- Work in partnership across a range of services and organisations to help build a holistic neighbourhood assessment and plan using principles of contextual safeguarding.
- Respond to incidents and issues quickly and creatively to provide diversion and safety for young people.
- Signpost and refer to other appropriate services.

Influence

- Help young people share what it is they need to better support their own health and wellbeing.
- Promote shared learning and contribute to continuous service, design and development.
- Role model appropriate responses and convey a positive attitude towards day-to-day activities.
- Establish and maintain high quality relationships with referrers and partner agencies to ensure the right young people get the right help at the right time and that their progress is recognised.
- Identification of service gaps in the area and using strategies to influence community planning.
- Promote the detached youth work programme within East Dumbarton to ensure the service is used to its full potential.
- Understand your impact on people and how they might see you.

Resources

- Record any required information that will evidence progress on detached youth work outcomes and ongoing evaluation process.
- Maintain and produce accurate and timely records and reports.
- Ensure support is delivered in line with Includem's Policies and Procedures, SSSC Codes of Practice & National Guidelines.
- Understanding budgets and costs
- Managing sickness & absence
- Monitoring staff activity
- Succession Planning
- Team training

Ensure auditing and effective management of staff resources in relation to:

- Purchase card activity / Petty Cash
- Mileage and travel
- Planning activities in relation to children, young people and families

Quality Assurance

- Actively uses the full range of information resources in relation to Includem's Management Information Systems (MAPS) & reporting frameworks to demonstrate effective tracking and recording of outcomes.
- Delivery and participation of frequent and effective support and supervision to explore and promote positive work practices, wellbeing and outcomes.
- Auditing and measurement processes evidence that practice is meeting Includem standards, policy and procedures, National Standards and is producing positive outcomes for children, young people, families and other stakeholders.
- Contract specifics are understood and effectively delivered.
- Actively gathers feedback from children, young people and families to inform on-going service and organisational design and delivery.
- Pro-active management of complaints, seeking resolution at the earliest opportunity.

Staff

Proactively manage individuals and teams and be accountable for:

- Levels of performance of individuals and team
- Effective use of the policies, procedures and standards to ensure professional

workforce

- Transparency and accountability decision making
- Quality of support & supervision and succession planning for staff
- Ensuring a safe working environment through effective risk enablement

Demonstrate leadership and vision for staff team by:

- Creating a shared understanding and vision linked to includem's strategic objectives
- Role model appropriate practice standards and professional boundaries
- Adopts a learning culture with team building, team training & team development sessions being evident to increase develop positive professional practice
- To recognise how dispersed leadership at all levels increases individual capability and evidences better impact and outcomes for children, young people and families
- To work collaboratively and effectively with all departments in the organisation