

## Job Role Profile

<b>Job Title:</b>	<b>Service Coordinator: Quarriers Ayrshire Youth Support Service.</b>		
<b>Department:</b>	<b>Children, Families &amp; Young People sector</b>		
<b>Direct Supervisor:</b>	<b>Operational Manager</b>	<b>Matrix Report line:</b>	
<b>Number of Direct Reports/Matrix Reports:</b>	<b>Direct reports: Staff team in excess of 18 including Depute Project Manager, Navigators and Transition mentors.</b>  <b>Indirect reports: up to 4 volunteers and students</b>	<b>Job Number/ Job Code:</b>	
<b>Location:</b>	<b>South Ayrshire</b>	<b>Position Number:</b>	

<b>1</b>	<p><b>Job Purpose:</b></p> <p>To provide leadership and management of the Quarriers Ayrshire Youth Support Service. To ensure that service provision is delivered to the highest professional standard and quality and fully meets the needs of all children / young people aged 16 -25 and that of the wider community.</p> <p>Also oversee our mentoring service for young people aged 14 – 18 years</p>
<b>2</b>	<p><b>Dimensions: i.e. budget, no of staff, areas of work etc.</b></p> <ul style="list-style-type: none"> <li>Budget: accountable for managing the budget allocated to the service in accordance with Quarriers financial standards</li> <li>The Service Coordinator is also responsible for supervising and managing the staff team to deliver the highest professional standard and quality of support ensuring that children/young people in the service have the opportunity to reach their full potential.</li> <li>To ensure the equitable and appropriate distribution /delegation of duties amongst staff and the efficient deployment of staff within the service at all times.</li> </ul>



- The post holder will provide guidance and support to staff through regular supervision and, where applicable, will also support students of professional disciplines on placement and those involved in volunteering/mentoring programmes.

**Key Objectives and Accountabilities – Objectives:**

- To ensure the physical, emotional well-being and health of the young people is maintained to the highest possible standard and to actively encourage an environment/service which leads to young people experiencing feelings of security, value and worth whilst recognising their strengths, skills and supporting them to realise and reach their full potential.
- To lead and promote the nurturing principles ethos within the service.
  - To have a robust working knowledge of areas of their accountability in relation to Child/Adult protection and safeguarding.
  - Lead in the recruitment and retention of staff and volunteers.
  - Ability to provide leadership as a manager and work well as part of a specialist team.
  - To work in partnership with young people, HSCP, regulators, parents/carers, and in accordance with contractual requirements to ensure the needs of all young people are effectively and efficiently assessed, and support plans are implemented which address identified needs and achieves agreed outcomes.
  - To ensure the service robustly identifies and addresses child and adult protection concerns, in accordance with local and organisational procedures.
  - To positively promote the service and Quarriers as an organisation.
  - To maintain, foster and develop strong relationships with both statutory and third sector partners to ensure enrichment of the service and co-ordinated support for the young people.
  - To be responsible for the support, guidance, supervision and ongoing development of staff, including chairing individual and group meetings, and to ensure that staff work within the philosophy, policies and standards of the organisation and the project.
  - To ensure the requirements of the Health & Safety at Work Act are implemented to ensure the safety of staff and visitors whilst accessing the service.
  - To be responsible for the health and safety aspects of the service / people we support, staff / visitors and the fabric of the buildings/spaces that we use to support people. To delegate responsibility appropriately in this area as health and safety is a shared role.
  - To maintain records relating to the various functions of the service as required and ensure a robust approach to evaluation and continuous improvement is consistently implemented.

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- To provide accurate reports on service performance in a timely fashion and to the standards set by Quarriers and our commissioners.
- To be responsible for overall budget management and reporting requirements, including key performance indicators, annual budget processes and monthly management accounts.
- An ability to work sensitively with complex situations using awareness of self and others.
- Ability to work in partnership to address challenges and ongoing complexity.
- To participate in Practice development group and contribute to policy development within the field.
- To be responsible for the continuous service development.
- To administer organisational disciplinary procedure.
- To foster a positive team spirit within the service.
- Participate in regular on call arrangements.
- Ability to work irregular hours including evening, weekends and nightshifts as required as well as an ability to travel to other locations.
- Any other duties which are commensurate to the post.

**Key Performance Outcomes and Measures:**

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- All Young people receive a high-quality service.
- To evidence improved health and wellbeing for young people.
- Ensure the service is managed effectively, within an annual budget, sustaining a positive financial position.
- The services actively works in partnership with children/young people, parents/carers, neighbours, community and key partners in meeting performance measures required.
- Staff team performance and professional development is managed effectively, celebrating successes, and addressing poor practice timeously and in line with organisational procedures.
- Maintaining high occupancy levels within the service
- Maintaining high quality of evidence on outcomes and performance.
- Ensure that the service provides a safe and supportive home environment for the young people where they can thrive and develop to reach their full potential.
- Ensure the service is staffed in line with requirements and funding.
- Maintain good absence management in line with organisational policy.
- Ensure all Child/adult protection or safeguarding concerns are managed in line with local, organisational and national guidance.

**Knowledge, Skills and Experience necessary for the role:**

**Essential**



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- To have or be working towards a qualification in management, community learning and development, social work, education or equivalent.
  - Experience of staff management and supervision, along with the ability to lead, motivate and develop the staff team.
  - Significant experience working with vulnerable children / young people.
  - Experience of effective partnership working to meet children / young people’s needs
  - A working knowledge of the relevant legislation.
  - Confident and very competent with ICT including spreadsheets, PowerPoint, excel, word, databases etc.
- Desirable
- Proven ability to creatively and positively promote the service to potential referrers.
  - Good track record of, and commitment to, partnership working.
  - Good working knowledge of developing and implementing effective, continuous improvement processes.
  - Well-developed negotiation skills in a variety of forums, to develop the service to meet the needs of all stakeholders.

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**Key Relationships:**

Working together with colleagues and other partners and stakeholders, both externally and internally within Quarriers, to build and sustain positive relationships.

Internal contacts: Senior management team and Operational manager.

External contacts: education, health and social work partners and third sector partners through development of inter-agency joint working initiatives. Voluntary organizations.

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**Organization Chart:**

*See attached organization chart*

	Signature	Date
Signed by Job Holder		
Approved by Line Manager		
Approved by HR		



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**Registered Head Office** Quarriers, 20 St Kenneth Drive, Glasgow, G51 4QD  
**Phone** 01605 616000/612224 **Email** enquiries@quarriers.org.uk **quarriers.org.uk**

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