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Head of Youth Services

Responsible to:	Chief Executive Officer
Responsible for:	Senior Youth Workers
Hours of work:	37 Hours Per Week
Pay Scale:	£37,189 - £39,997 p.a.
Location:	The Door, currently based at Unit 3, The Cross, Parliament Street, Stroud, GL5 1DP

Additional Information:

Due to the nature of the role, there is a requirement to be flexible around working hours. Applications for reduced hours will be considered up to 0.6fte.

JOB DESCRIPTION

Overall aim of this post:

The Head of Youth Services is responsible for ensuring services are effective, impactful and aligned with The Door's Christian vision, values and strategic priorities. The postholder will foster a culture of excellence, innovation, collaboration and spiritual leadership, enabling staff to flourish and ensuring young people receive outstanding support.

Working closely with the CEO and alongside the Delivery Manager, the postholder is responsible for leading, managing and developing The Door's Youth Work Delivery Team, ensuring the highest standards of youth work practice, Christian outreach and safeguarding across all service areas. This includes overseeing youth work delivery across all localities where The Door operates, including illuminate, The Door's Christian outreach programme. There is also a requirement for the role holder to be involved in the delivery of youth work alongside the team as required.

Specific Duties and Responsibilities:

Leadership and management of Youth Work Delivery Team

- Develop, lead, inspire and support a high-performing Youth Work Delivery Team through effective performance management, communication, succession planning and staff development
- Develop collaborative team culture rooted in The Door's Christian values.
- Ensure youth work reflects The Door's vision, values and youth work methodology.
- Hold overall responsibility and provide professional leadership for the quality, consistency and effectiveness of youth work delivered across The Door's localities.
- Promote excellent practice, reflective learning and evidence-informed youth work.
- Maintain an active understanding of frontline youth work through appropriate direct delivery and supporting service resilience
- Promote innovation and continuous improvement across all areas of delivery.
- Ensure commissioned services are delivered in accordance with contractual specifications, agreed outcomes and quality standards.
- Lead on maintaining and developing recognised quality standards, as set out by the NYA Quality Mark.
- Ensure The Door Youth Voice Strategy is embedded across all service delivery

Leadership and management of Christian Outreach

- Provide leadership, management and strategic oversight of illuminate, The Door's Christian outreach programme.
- Support the Senior Youth Worker responsible for illuminate delivery to develop relationships with local churches and Christian partners to strengthen the impact, income and reach of illuminate.

Operational Leadership

- Work closely with the Delivery Manager to ensure the effective planning, coordination, delivery, compliance & management of youth work.
- Provide leadership on operational matters affecting service quality and delivery.
- Lead the recruitment, onboarding & workforce planning of youth work delivery staff and volunteers.

Partnerships and Representation

- Build and maintain positive relationships with schools, churches, commissioners, statutory agencies and community partners.

- Act as the senior representative for Youth Services, building and maintaining effective relationships with external partners.
- Seek opportunities to strengthen existing services and develop new relationships that further The Door's mission.
- Promote the work and impact of the Youth Work Delivery Team with professionalism and integrity.

Monitoring, evaluation and reporting

- Ensure robust monitoring and evaluation systems are in place across the Youth Work Delivery Team.
- Lead the production of reports, working alongside the Senior Youth Workers, for the CEO, Director of Operations, Trustees, funders and commissioners (including representation at review meetings).
- Lead continuous improvement through effective use of performance data, feedback, evaluation & research.
- Ensure the achievements and impact of Youth Work Delivery Team are effectively communicated throughout The Door.

Christian Ethos

- Demonstrate a mature Christian faith and actively contribute to the spiritual life of The Door.
- Model servant-hearted Christian leadership in all aspects of the role.
- Model and promote The Door's Christian identity, culture and ethos in leadership and decision-making.
- Encourage and support appropriate opportunities for young people to explore the Christian faith.
- Work respectfully and collaboratively with Christians from a range of traditions and with those of other faiths or none.

General Responsibilities

- Promote equality, diversity and inclusion throughout Youth Work delivery.
- Maintain confidentiality and comply with GDPR requirements.
- Undertake any other duties appropriate to the level of the role as reasonably required by the Chief Executive Officer.

PERSON SPECIFICATION

The skills, experience and attributes we are looking for in applicants for this role

Essential:

- JNC Professional Qualification in Youth & Community Work or significant senior leadership experience within youth work or closely related services
- Commitment to quality assurance and continuous improvement within youth services
- Excellent communication and relationship-building skills
- Able to influence, build warm relationships and negotiate with a wide range of stakeholders
- Strong organisational and prioritisation skills
- High levels of integrity, professionalism and resilience
- Demonstrable commitment to equality, diversity and inclusion
- Demonstrable commitment to ongoing professional and spiritual development
- Full driving licence, access to own vehicle and willing to travel across the area covered by The Door

Desirable:

- Management or Leadership qualification
- Knowledge of NYA Quality Mark or equivalent quality frameworks
- Experience of leading Christian youth work
- Experience of developing new youth work initiatives
- Experience of safeguarding legislation, policy and best practice
- Experience of building effective partnerships and reporting to schools, churches, statutory agencies and/or community organisations
- Experience of contributing to organisational strategy

CHRISTIAN FAITH

Essential

Because this post leads The Door's Christian outreach programme (illuminate) and contributes to maintaining the Christian ethos and culture of the organisation, there is a Genuine Occupational Requirement under Schedule 9 of the Equality Act 2010 for the postholder to be a practising Christian.