

# CAUDWELL YOUTH

## Recruitment Pack

# WELCOME

Thank you for your interest and for considering applying for a role at Caudwell Youth.

Caudwell Youth provides support that changes the lives of at-risk young people aged 11-24 years through mentoring by trained volunteers for up to 2 years.

Founded in 2022, in partnership with John Caudwell, we are determined the needs of at-risk young people are properly addressed.

As an organisation supporting young people with care experience, with mental health and those at risk of criminal exploitation and offending, we are keen to receive applications from those with lived experience and we will guarantee an interview.

We actively seek to bring diverse perspectives and experience, and especially welcome applications from disabled people and those from Black, Asian, Minority Ethnic backgrounds and LGBTQ+.



## OUR VALUES



### Empowerment

Feedback empathetically, always acting with understanding, support and add value.

### Optimistic yet realistic



Look to the future yet prioritise the present.



### Include intentionally

Foster an open culture.

### Deliver with integrity



Always uphold honesty, act with our morals and ensure we are dependable.



# JOB DESCRIPTION

**Job Title:** Operations Manager  
**Responsible To:** Operations Director  
**Responsible For:** Youth Support Coordinators  
**Location:** Remote role, would need to travel monthly to Bedfordshire, Buckinghamshire and Hertfordshire  
**Working Hours:** 37.5hrs per week  
**Salary:** £33,000 per annum



## Purpose of role

To ensure the Charity's development and growth in ways that are relevant and in line with operational services and charitable objectives.

To ensure the Charity achieves its aims and objectives and fulfils its operational plan effectively by providing high quality support services, providing person centred long-term mentoring for young people.

To have key and major responsibility for leading and developing the Charity's programmes. One of your key roles will be developing quality service delivery across all programmes and ensure positive working relationships with key partner organisations.

## Team and Project Ethos

- Act as a leader in supporting Youth Support Coordinators and other members of the team where relevant, whilst fulfilling your own responsibilities and tasks.
- Express and promote equal opportunities and encourage inclusion and involvement.
- To become a champion for a specific area of need.
- Always ensure good communications and relationships within the team.
- Deputise team meetings and stakeholder meetings.

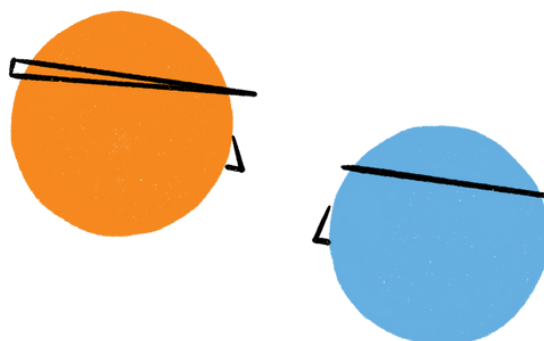
## General

- To act in a professional way at all times.
- Undertake and identify training as required and take a positive approach to personal development.
- Undertake any other reasonable tasks deemed necessary.
- Fulfil the duties and responsibilities of an employee as regards Health and Safety at Work, including own safety and self-management.

# WHAT WILL YOU DO

## Key Responsibilities

- With support from the Operations Director, oversee day to day smooth running of Caudwell Youth's operational delivery
- Acting as deputy Designated Safeguarding Lead.
- To ensure the voice of our young people is integral to our delivery service.
- Contribute towards developing operational strategies.
- Support on developing the engagement strategy and facilitating the Caudwell Youth collective across the Charity.
- Screen incoming referrals and allocate to appropriate geographical areas, depending on needs and skills.
- To have an overview of data and demand relating to programmes.
- Support Operations Director to identify training and development opportunities and needs.
- Report writing when deemed necessary.
- Effective reporting of overall feedback relating to programmes.
- Ensure that the management framework guidelines are followed, managed and issues raised relating to staff performance.
- Ensure the integrity and effectiveness of volunteer-based support for young people.
- Work with Volunteer Lead to develop opportunities to improve the volunteer process.
- To be an ambassador for Caudwell Youth for the whole delivery service.
- Build knowledge of local strategies, organise and lead on network forums.
- Ensure the Income Generation team receive the appropriate information relating to stakeholder reports.
- Oversee, with support from Operations Director, demand, monitoring targets and ensuring programme objectives are met.
- Ensure we achieve agreed development objectives.
- Contribute towards fundraising activities, supporting occasional fundraising events in their area.



# WHAT WILL YOU DO

## Coordination and Development

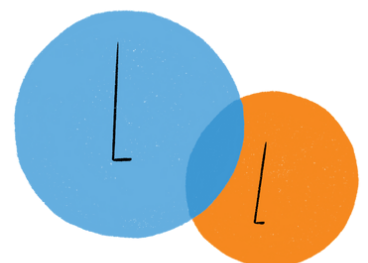
- Ensure the delivery and development of services and community-based activities and development opportunities in line with regulatory requirements and our own policies, including safeguarding, social media and health & safety and data protection.
- Specifically develop activities and opportunities for inclusion, community engagement and personal development for young people.
- Ensure appropriate planning, risk assessment and evaluation for all activities relating to your area of responsibility.
- Support the team to develop bespoke activities for the needs of the young people in the whole delivery service.
- Ensure that your team members training, appraisal and agreement of personal objectives are in line with the Charity's performance management guidelines.
- Evaluate and monitor services appropriately.
- Identify any opportunities for change within the Charity.

## Administration

- Work within budgets, properly justifying / accounting for expenditure.
- Ensure good administration, record keeping and reporting of all work undertaken in line with data protection and other regulations.
- With support from Operations Director, undertake proactive risk assessment of all activities in line with our policies and good practice.
- Ensure team expenses are authorised and submitted to HR in a timely manner.

## Partnership and Liaison

- Work closely with the team and the stakeholder steering groups to promote good communication and shared focus.
- Ensure effective, relevant, and appropriate communication at all times.
- Represent the Charity to other organisations, funders, and supporters.
- Establish and develop good relationships with other charities and agencies to increase partnership and effective joint working where appropriate.



# OUR TEAM



We do not have a CEO but instead have 4 co-leads. Each Director takes leadership for specific operational areas and takes joint key decisions. All attend board meetings.

The Senior Leadership Team report into the Board of Trustees. This is currently 10 trustees.

We are a new charity with 15 employees, initially working across Hertfordshire, Buckinghamshire, Luton and Milton Keynes. Our aim is to grow into a national charity with an annual growth plan.

## WHY WORK FOR US?

We are an experienced team that are dedicated to improving the lives of the young people we support.

### Benefits:

- Flexible Working
- Fully Remote – Work from home
- WPA Healthcare (including Employee Assistance Programme and extended counselling sessions)
- Group Personal Pension with a 5% employer contribution and Salary Sacrifice Scheme
- 25 days annual leave (FTE) plus bank holidays, plus charity closure between Christmas and New Year
- Extra paid day off on your birthday
- Employee discounts on everyday goods and services
- Being part of a passionate and dedicated team

Caudwell Youth is committed to safeguarding and promoting the welfare of children and young people and expects all employees and volunteers to share this commitment. As part of this commitment, we undertake disclosure checks in accordance with the Codes of Practice for all. Having a criminal record will not automatically exclude applicants.

# PERSON SPECIFICATION

No candidate will meet every single desired qualification. If your experience looks a little different from what we've identified and you think you can bring value to the role, we'd love to learn more about you.

## Essential Criteria

### Skills & Knowledge:

- Excellent knowledge and understanding of young people services in the UK
- Excellent programme management and planning skills
- Strong people skills: demonstrates empathy, leads by example, and contributes to building a desirable team culture
- Committed to equality and diversity
- A positive attitude with a proactive and flexible approach to work
- A good understanding of safeguarding and confidentiality
- Must hold a full driving licence (including business insurance)

### Experience:

- Experience of leading and managing a team within the charity sector using management framework
- Experience of working with statutory services to support at risk young people
- Experience of working to agreed delivery targets, monitoring outcomes, programme evaluation and report writing
- Experience of managing and completing priorities to deadlines
- Excellent presentation skills to external stakeholders

## Desirable Criteria

- Previous experience of safeguarding lead
- Expanded and developed similar new programmes
- Expertise in one of our 4 areas of need
- Use of software such as Office 365 and Better Impact



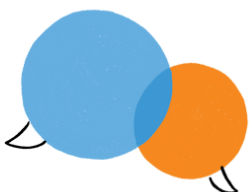


# HOW TO APPLY

Our recruitment process is deliberately robust

We want to make sure you have all the information you need to be confident in your application for the post.

Stage	Information	Date / Deadline
Find out more	Contact Tracie Mills, HR Manager, with any questions you may have about the role on 01908 973676 or by email: <a href="mailto:info@caudwellyouth.org">info@caudwellyouth.org</a>	By Thursday 23rd March 2023
Information webinar	Your opportunity to find out more about Caudwell Youth, the role and meet some of the Senior Leadership Team.  Email <a href="mailto:info@caudwellyouth.org">info@caudwellyouth.org</a> to book your place.	Monday 20th March 2023
Apply	Complete the application form (available on our website), ensuring you answer the 3 competency-based questions at the end of the form, and email to Tracie Mills at <a href="mailto:info@caudwellyouth.org">info@caudwellyouth.org</a>	By Thursday 23rd March 2023
Shortlisting	The HR Manager and Operations Director will review applications and shortlist those selected for interview. All applicants will be notified as to whether they are successful or not.	Friday 24th March 2023
First Stage Interviews	First stage interviews will take place virtually via Microsoft Teams. The interview will consist of interview style questions and a presentation.	Friday 31st March 2023
Second Stage Interviews (if required)	If required, second stage interviews will take place in person, location to be confirmed.	w/c Monday 3rd April 2023





# HOW WE WORK

Each Youth Support Coordinator is dedicated to supporting up to 25 young people and 30 volunteers.

Young people may have more than one volunteer mentor.

They work collaboratively to guide and encourage young people from referral along a journey of empowerment of up to two years.

Mentors and young people typically meet weekly, but talk / message more regularly, especially when they are anxious or need additional support.

Staff and mentors organise and connect young people to a range of activities and resources. We have built strong partnerships, offering opportunities to the young people we support, allowing them to learn to cope and manage with everyday life, build their confidence, and develop the skills to re-engage with education, obtain work experience, employment and greater independence, thereby moving them away from risks associated with negative relationships or behaviour.

Support is person-centred using a range of tools dependent on their needs.

## These include:

- 1:1 mentoring;
- Helping with education, especially access to functional skills learning;
- Helping with applications for jobs, training, benefits, IDs, residency;
- Signposting to other services such as food banks;
- Opportunities that build resilience and result in positive use of time;
- Activities that build positive social connections.



## IMPACTS

- Increased confidence and sense of self-worth;
- Improved well-being, relationships, social skills and communication;
- Improved life skills such as financial management, cooking and hygiene;
- Increased meaningful use of time;
- Increased resilience.



## OUTCOMES

- Reduced offending behaviour;
- Lowered risk of exploitation;
- Reduced alcohol and drug use;
- Improved mental health;
- Significant movement from Not in Employment, Education or Training (NEET) to in Employment, Education or Training (EET).

# OUR STRENGTHS

We have a breadth of knowledge and experience working with young people, in particular, the needs outlined below although we work with a wide range of needs.

All our young people are experiencing at least one of these needs, however most experience multiple needs which compounds the level of risk they face.

## At Risk of / Involved in Offending Behaviour

Some of our young people will have had involvement with the criminal justice system and be looking to move away from the revolving door of crime.

We offer non-judgemental support and opportunities to engage in positive activities away from potentially detrimental or negative influences.

## Care Experienced

Care experienced young people are at the most risk due to their experiences such as 41% of care leavers aged 19- 21 years are not in education, employment, or training (NEET), compared to 12% of all 19- to 21-year-olds.

We work with care experienced young people to build confidence and resilience, widen opportunities and support with life beyond care.

## At Risk of / Experiencing Exploitation

At risk young people are at particular risk of criminal, sexual, emotional and financial exploitation. The most common presenting need we support relates to county lines.

By showing positive alternatives such as routes into work and education, positive social networks and building resilience and confidence, we empower our young people with the tools to thrive as they move into adulthood.

## Mental Health

There has been a significant rise in mental health challenges for young people in recent years. Almost two in three children and young people with a diagnosable mental health condition do NOT get access to NHS care and treatment.

We are there to provide community support for those needing our services where NHS care and treatment is inaccessible due to long waiting times or not meeting required thresholds.

## Volunteer Mentoring

Many of our young people are overwhelmed by the number of professionals involved in their life. Volunteer mentors are a voice of reason there by choice not professional caseload. Volunteer mentors work with Caudwell Youth as a means of using their diverse skills and experience to have a positive impact on their local community.