

Youth Services Team Lead

Centre for ADHD & Autism Support

2nd Floor, Television House, 269 Field End Road, Eastcote, HA4 9XA

Registered Charity Number: 1193799



Job Description

Job Title:	Youth Services Team Lead
Terms:	28 hrs per week Flexible hours: evening and weekend work may be required, and the hours may differ each week, depending on the activity that is being undertaken. Additional project work may be available on an ad-hoc basis.
Salary:	£37,250 FTE per annum, based on 35hrs a week Pro-rata £29,800 based on 28 hrs a week
Reports To:	Youth Services Manager
Location:	Offices based at Television House, 269 Field End Road, Eastcote, HA4 9XA, and on location across North West London, with some potential for home working.

Job Summary

CAAS provide an ADHD and Autism Support Service for the 8 boroughs of NW London, from our base in Eastcote or a NWL venue, with a team of Support Workers. Our work includes offering information, advice, and support to ADHD / autistic people, their families, and professionals in NW London, with the aim of improving quality of life and developing neurodiverse-aware communities. Support is provided through one-to-one meetings, groups and courses that increase understanding, awareness, and peer support, as well as training and workshops that educate professionals.

The Youth Services Team Lead will assist the Youth Services Manager in overseeing the operational running and leadership and management of our Youth Team from our centre in Eastcote.

The Youth Services Team Lead will be responsible for the line management of some of our Youth Support Workers, as well as the direct delivery of some of our youth services, including one2one and group-based services. They may also be required to provide support as part of our Youth Schools Project, which is a project whereby we provide local secondary schools with a youth support worker who is based within the school setting. As well as providing some of

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the support directly in schools, they will also help with the overall management of this Schools Project.

We are looking for a friendly, organised and hard-working individual. The role requires strong administrative skills, excellent communication skills and a drive to ensure everyone who seeks support from us has the best possible experience. If you're passionate about supporting neurodivergent young people and their families, then this is an ideal opportunity for you.

There is no requirement for any prior experience of working with autistic/ADHD clients, as we will provide training on the conditions, but a good understanding of the conditions, and some of the barriers that are faced is necessary.

This role will best suit someone who is very organised, who is able to task switch easily between line management, project management, client facing support work, group facilitation, content creation and strategic and operational planning activities, and who is able to interact with a high number of clients and staff each week in order to ensure the sufficient number of appointments are provided to meet our funder requirements.

The ideal candidate will possess experience working with vulnerable individuals and demonstrate confidence, composure during crises, quick thinking, and adaptability. A genuine acceptance of diversity and a keenness to learn are essential.

The role is a full year role, so that young people in need can be supported throughout the year. The post holder may only take holidays during the school holidays, to ensure support is available to the young people when they most need it.

This role would suit someone with a support worker, social worker or education background.

Key Responsibilities – Youth Services Team Lead

Line Management

- Organise and lead regular meetings for team members, including case management and monthly performance review meetings, fostering a culture of continuous improvement, maintaining accurate records
- Supervise the Youth Team staff in fulfilling their own job descriptions, supporting their professional development and ensuring the effective use of resources
- Develop good knowledge and understanding of the services for which you are accountable, and to ensure the implementation of better practice initiatives
- To ensure that the Youth Team work collaboratively to manage and lead their clients in an effective way, in line with best practice and CAAS values, making a positive difference to the people we support whilst improving their outcomes

Project Management

- Support the Youth Services Manager in planning, mobilising and delivering projects to better support clients across NW London, including our Schools Project

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- Develop key relationships with professionals and funders in NW London to ensure effective mobilisation, communication, delivery and evaluation of projects
- Prepare risk management, quality assessment and process documents to ensure projects are delivered safely, effectively and in line with our policies and procedures.

Youth Services Development

- Support the Youth Services Manager in driving forward the youth team strategic and operational plans, so that our youth services remain impactful, user led, accessible and current.
- Ensure output, outcome and impact measures are considered, maintained and evaluated across staff and across projects to ensure continuous performance improvements.
- Provide first line safeguarding guidance to the team, to support them in delivering appropriate, safe and compliant safeguarding of all who access Youth Services
- Deliver a programme of ongoing resource review and development, to ensure presentations, resources and tools used by the team in the delivery of their work are up to date, appropriately branded and effectively stored on our system and best practice is shared.
- Lead a programme of ongoing professional development within the team, to ensure that the different skills, knowledge and experience within the team is cascaded throughout the team, and new learnings and ways of doing things incorporated.
- Support the development of a 'Client Voice' project to identify how best we can hear and respond to feedback from youth clients that we serve – and those that we don't currently serve – so that our services can be tailored and effective for our wide community.

Key Responsibilities – Developing the Schools Project

- Supporting the Youth Services Manager with the continuing development of the CAAS schools project which could include mapping out future development, creating detailed project plans for mobilising and supporting new schools, and arrangements for managing, evaluating and improving the project in existing schools, including providing line management and case management for the Youth Support Workers who are based in those schools.
- Review project resources and ensure appropriate, neuro-affirmative, effective resources are created for use in schools, for young people and their parents
- Develop effective relationships with the funders, the school leadership teams, the school SENCOs and within CAAS to ensure that the overall project is developed in a way that recognises, acknowledges and navigates these (sometimes competing) requirements.
- Working with the Youth & School Support Workers, develop, implement and improve
 - A lunchtime club programme that supports children to develop effective peer relationships, better understand their condition, and better engage with their education

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- A transition to high school workshop for parents, to help them better support their child, and create transition sessions for young people as they move to secondary school
- A basic training offer for school staff to increase awareness and understanding of ADHD/Autism and how teachers can better support all the neurodiverse children in their school
- Ensure effective monitoring and evaluation of the project is considered throughout, and provide monitoring reports as needed, evaluating and reporting on the outcomes, outputs and impact of the project, and making improvements to the delivery based on that feedback.
- Build networks within and across the schools being supported, to share best practice and develop projects that best support the young people.

Key Responsibilities – Manage Youth Courses

- CAAS offers two specialist youth courses and has received funding to offer them widely across NW London, some will be delivered in our centre, in other organisational settings across NWL and online.
- This role would manage the timetabling and resourcing of the projects, evaluate their effectiveness, work with the course facilitators to identify improvements to them, and provide monitoring reports for funders on their outcomes and impact.

Key Responsibilities –Supporting Young People

Providing Support to Young People and the people around them.

Your role will involve providing support directly to young people through our youth projects which could be based within a school or other community setting. This could include:

- Providing one to one individualised support
- Offering one-to-one sessions with parent / carers
- To follow CAAS organisational procedures on safeguarding, to recognise, respond and record appropriately. Informing Youth Services Manager and Designated Safeguarding Lead.
- Offer a lunchtime club for students to work on specific topics, or facilitate social interactions
- Provide information and advice to groups of teachers on how best to support neurodivergent students
- Offer ad-hoc assemblies to the whole school to raise awareness and understanding of the conditions
- Signpost to other avenues of support, both in and out of CAAS

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- Recording actions and monitor client progress using live reporting software, and assess risk and accommodation needs of the clients, to support their individual needs and protect them.
- Promoting CAAS resources, both in person and online.
- Developing knowledge and relationships of regional voluntary and statutory organisations and being able to signpost families to local agencies as necessary.
- Supporting the journey of young people, maximising their engagement with available services, transitioning from One-to-One support through to groups and courses as appropriate.

Facilitating Workshops and Training

- Deliver training to professionals in schools, education settings and the community.
- Facilitate CAAS specialist parenting courses, such as our Understanding Autism course.

Key Responsibilities – Liaison and Consultation

Outreach and Representation

- Serve as a representative of CAAS to advocate for organisational interests and services, as well as to voice client concerns and ensure their needs are addressed.
- Participate in community outreach efforts, including attending SEND specific local events
- Liaise with local professionals to create and sustain partnerships and coordinate services.
- Engage with statutory and volunteer services within the borough, such as health, social care, and Carers support services, to establish a support network.
- Attend charity events, networking promotions, and exhibitions to maintain and develop professional relationships.

Knowledge Management and Advocacy

- Remain up to date with all organisational services for accurate representation and consultation.
- Stay informed about existing support services in NW London.
- Keep abreast of national and local trends and developments affecting ADHD / autistic young people and their families, identifying opportunities to raise awareness and develop suitable services and support.

Key Responsibilities - Organisational

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Client Documentation and Communication

- Provide written reports as required by professional agencies and CAAS and develop appropriate project-specific monitoring or reporting requirements.
- Enforce and comply with GDPR/Data Protection Policies and standards for all data handling and communications.
- Uphold a neuro-affirmative approach in all communications, aligning with CAAS brand language and aesthetics.

Professional Development and Team Collaboration

- Comply with all CAAS policies, procedures, guidelines, and codes of practice current law.
- Participate in supervision to enhance service quality and personal development.
- Attend, contribute to and lead a range of meetings with colleagues across the organisation, offering insights and feedback.
- Attend and deliver staff training throughout the year to remain updated with best practices and organisational procedures.

Other Responsibilities

- To carry out other tasks appropriate to the post and as agreed with the Youth Services Manager and/or the Director of Services.
- To actively participate in and undertake training and development of self and others.

Please note job descriptions only reflect 80% of a role and are not an exhaustive list of duties. You are expected to carry out other activities that are within the scope of the role.

Person Specification - Essential

- Previous experience managing people and projects and an ability to manage a diverse workload with competing demands.
- Ability to develop professional relationships with schools, local authorities, and other partner organisations.
- Experience/knowledge of the challenges facing neurodiverse young people and of the reasonable adjustments, strategies, and coping mechanisms that can support neurodiverse young people's needs.
- Experience in working with and providing support to young people.
- Experience of co-production that values the expertise and experiences of all stakeholders, ensuring that services are more responsive to the actual needs and preferences of those they are intended to benefit.

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- Have clear and confident communication skills, to represent the organisation effectively both internally and externally. Demonstrate openness and authenticity through communication, embodying CAAS Values including integrity, valuing difference and foster trust and respect.
- Robust knowledge and experience of safeguarding practices and risk management.
- Exhibit the ability to monitor and evaluate work effectively.
- Be proficient in computer software, as much of the work is managed through technology and computer systems.

Person Specification - Desirable

- Experience/knowledge of the challenges facing neurodiverse young people and how families can support their young people.
- Previous experience of offering support in a school setting
- Particular experience working with those aged 12-25 years
- Interest in therapeutic principles and psycho-social education for young people.
- Qualified facilitator / demonstrable experience in facilitating groups and delivering training.
- Voluntary Sector Experience.
- Counselling, facilitation, or coaching skills.

Equal Opportunities

CAAS recognises the positive value of diversity, promotes equity and challenges discrimination. We welcome and encourage job applications from people of all backgrounds, including applications from Black, Asian and Ethnic Minority communities, people who identify as having a disability, and LGB+, Trans and non-binary candidates.

We also recognise the value of flexible working, so will consider different types of flexibility (such as annualised or compressed hours, and a minimum requirement of 60% working in the office for all staff).

Safeguarding Statement

Safeguarding Statement:

The Centre for ADHD and Autism Support is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff, workers and volunteers to share this commitment. The successful candidate will be required to provide two satisfactory references, undertake pre-employment checks and have a cleared Enhanced Disclosure & Barring check.

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