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Registered Charity No. 1100722

Job Description: Children's Services Deputy Manager

Location:	Countywide; Bedfordshire, administrative base at Head Office, Bedford. Home working arrangements essential due to Covid restrictions
Salary:	£25,796 - £32,146
Hours:	37.5 hours per week
Accountable to:	Board of Trustees
Line Manager:	Service Manager
Reporting staff:	Development & Projects Officers, Administration Team, Senior Team Leaders, Team Leaders, Support Workers and Volunteers

Job Summary:

The post holder will lead, facilitate and develop services for autistic children and young people and their families across Bedfordshire. The post holder will demonstrate excellent management skills to support the team, as well as off-site seasonal staff, with support and guidance from the Children's Services Manager.

The post also requires a considerable amount of organisational skills and multi-tasking to oversee the team, and ensure that the services run smoothly, and are clearly communicated to our current and prospective members.

The Children's Services Deputy Manager will work as part of a team, which provides and continues to develop a range of services countywide in Bedford Borough, Central Bedfordshire and Luton Borough, as well as Milton Keynes. The post predominantly involves staff and volunteer recruitment to run the services, including workforce skill development & staff support; HR skills and experience are therefore very valuable for this post.

MAIN TASKS:

1. To lead, oversee, organize on the social activity programs for children and young people. We currently run the following projects, which are managed by the development team:

- Summer Activity Schemes in Bedford and Luton
- Loads of Autistic Fun (L.O.A.F) – 4 Family activity groups held at Bedford, Biggleswade, Leighton Buzzard and Luton on Saturdays.
- Wanted Fun Groups – 4 youth groups held in Bedford, Leighton Buzzard, Luton and Biggleswade.
- Additional Services – additional social & leisure opportunities across the county

In order to run these groups and activities the post holder will need to work closely with the Children's Services Manager to lead the team with the following;-

- Regular meetings with the Children's Services development team to assist the Children's Services Manager in monitoring workload within the Development team and distribute tasks accordingly, ensuring deadlines are given for successful delivery of services

- **Recruit** staff and volunteers to run the term-time groups and schemes, following a process that includes conducting interviews, DBS checks and ensuring references are received.
- Co-ordinate the team to advertise services and vacancies in the best way including social media, mailing lists and websites
- Co-ordinate the Development team to meet with the LOAF, Wanted Fun and Summer Scheme leaders, to plan, develop and evaluate sessions. This includes ensuring that all registers and other paperwork are updated and available for each session, as well as supporting field staff through supervisions and regular meetings.
- Lead in the organisation of training for field staff. This may involve helping to deliver particular topic areas to staff, and also booking in outside agencies.
- Support the Development team out of hours, where appropriate, on a needs-led basis
- To visit groups and services, where appropriate. Some evenings and weekends will be required across the year.
- Lead in the booking of activities and venues, confirming dates/times with staff and families. This includes summer schemes, term-time groups and additional services.
- Update the site files for each programme, to ensure that we are adhering to Ofsted and Autism Bedfordshire good practice guidelines.
- Attend the schemes to support the Development Team (who will be the line managers of scheme) and their Team Leaders to ensure that all is working well. This will be the first three weeks of the summer holidays.
- Monitor and lead in risk assessments to ensure safety within the services run, and making sure these are updated regularly
- Undertake relevant Safeguarding training to assist the Designated Safeguarding Leads.
- Identify changes or needs within existing services and feedback to the Children's Services Manager.
- Work closely with the Funding Team and Children's Services Manager to evaluate and review the programmes – to provide up to date information on services and compile reports. In addition, change and improve the way we provide services based on these evaluations.
- Work closely with the Finance Dept to ensure that staff payments and volunteer expenses are efficiently handled, and that family payments are made for the services.
- Form positive relationships with other wider Autism Bedfordshire teams to ensure services are run successfully through good communication.

2. To take helpline calls. (We receive on average 50 calls a month on a wide range of issues such as diagnosis, education and behaviour difficulties), this role includes:-

- Listening to the caller, providing information and signposting.
- Record all helpline correspondence accurately for monitoring and evaluating.
- Ensuring that any new information for parents is recorded and entered onto the helpline database, Website and Newsletters.
- Liaising with other agencies and practitioner to help support the family.
- With consent from the families, feeding back to the statutory authorities about the needs of the families we support.

3. To organise the Development team in providing up to date information for our Newsletters, Website and Social Media. Grapevine is the Children's Services e-newsletter which is managed within the team and shares information on local services. Pathway is the Autism Bedfordshire newsletter which is compiled and edited by the Administrator. All office staff provide information for this newsletter.

- 4. To lead in the organisation of events for parents/carers and associated professionals.** We provide several training events each year, to inform and update parents/carers on a variety of topics. The post holder would be required to book and arrange venues, speakers, advertise the event and be present on the day to ensure the smooth running of the event.
- 5. To deliver parent training and support.** The post holder would provide information and guidance for the parents as appropriate and support the delivery of wider training where appropriate.
- 6. To regularly attend training events to ensure up to date knowledge.** This includes safeguarding, safer recruitment, paediatric first aid, autism-based topics and health & safety. The post holder will also need to share learning across the wider team.
- 7. To lead in the delivery of the Skills4Success programme.** To be the lead in planning and delivering our Skills4Success courses to 16-19 year olds. Topics include Social Skills & Communication, Travel Training, Pre-employment & Volunteering, Money Management and Cooking Skills.
- 8. To liaise with other voluntary and statutory sector agencies.** This may include:-
 - Representing and championing the needs of autistic children & young people at statutory meetings.
 - Referring cases from the helpline to other agencies.
 - Networking and finding out what services are available for families in Bedfordshire.
- 9. Deliver presentations** to support the Children's Service Manager to devise training programs and present them, where appropriate, for example for recruitment, training and professional presentations.
- 10. Person Centred Planning & Support** To support with the development of this new initiative/project.

OTHER INFORMATION:

- All staff are required to respect the confidentiality of all matters that they may learn relating to their employment, other members of staff and to the general public.
- All staff are expected to adhere to the regulations regarding the Data Protection Act 2018.
- The duties of the post may be subject to variation from time to time. However, changes will only be made in consultation with the post holder.

SAFEGUARDING:

- Autism Bedfordshire is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults in its care. The post holder is often required to be the named officer for groups they are overseeing and attend relevant training.
- To ensure that this is achieved we expect all employees to share this commitment and staff working with these vulnerable groups will be recruited and selected in line with safer recruitment policies and practises including the completion of an enhanced DBS check.

EQUAL OPPORTUNITIES AND DIVERSITY:

- Autism Bedfordshire is an equal opportunities employer. The aims of the equal opportunities policy is to ensure that no job applicant or employee receives less favourable treatment on the grounds of race, colour, nationality, gender, sexual orientation, marital status, age, religion or any disability nor disadvantaged by conditions or requirements which cannot be shown to be justifiable.

Person Specification – Children’s Services Deputy Manager

Listed below are the requirements of the job in terms of what the candidate will need to offer to be able to perform the job in the first instance. The cross (X) indicates whether these requirements are essential or desirable.

Skills and Experience	Essential	Desirable
Leadership and Management skills, including ability to motivate others	X	
Excellent organisational skills and ability to keep records	X	
Excellent communication skills	X	
Clear and concise written and presentation skills	X	
Listening/Counselling skills and advocacy	X	
Advocacy skills	X	
Listening/ counselling skills	X	
Ability to multi-task, including planning and prioritising	X	
Competent IT Skills	X	
Leadership and Management	X	
Commitment to Equal Opportunities	X	
Ability to work independently	X	
Self-Motivating	X	
Ability to cope under pressure	X	
Excellent interpersonal skills and ability to network	X	

Work Experience	Essential	Desirable
EYFS, Ofsted, CQC knowledge/Quality Control		X
Three years relevant work experience managing staff and projects		X
Be a good team worker demonstrating loyalty and commitment to the organisation and its members	X	
Risk management		X

Knowledge	Essential	Desirable
Autism (across the spectrum)/SEN/Disability	X	
The role of the voluntary and Statutory sector		X

Qualifications	Essential	Desirable
Relevant qualification	X	
Management Qualification		X

Additional requirements	Essential	Desirable
Willingness to work flexible hours with agreed evenings/ weekend work and summer holidays	X	
Car owner/driver	X	
Willingness to undertake a DBS check	X	