



YPSA Operations Manager

Job description

Job Title: Young Person's Supported Accommodation (YPSA) Operations Manager

Salary: £38,000

Benefits include:

- Generous annual leave allowance
- Paid sick leave
- Enhanced family-friendly leave
- Compassionate and emergency leave
- Pension scheme
- Life insurance policy
- Employment Assistance Program
- Access to vouchers and discounts
- Monthly wellbeing allowance

Reports to: Head of YPSA

Location: Oxfordshire
Some home working is possible. Travel throughout Oxfordshire is essential for this role, as the YPSA service is countywide. Oxfordshire Youth's main office is in Oxford.

Hours of work: 37.5 hours per week

Job purpose

The YPSA Operations Manager will work closely with the Head of YPSA and the YPSA Area Managers to ensure a safe and high-quality service is delivered for the young people within the service, overseeing safeguarding procedures and ensuring effective cross-service systems are embedded.

The YPSA Operations Manager will work with Managers to ensure all YPSA staff are supported to develop and thrive in their roles. The YPSA Operations Manager will provide an exceptional standard of coaching to colleagues, to ensure the needs of the young people within our service are met both within their homes and within their community setting. This will include providing effective, consistent, line management of YPSA Area managers supporting their wellbeing, case management, and the Area Managers' support for Progression Coaches within their area.

Safeguarding is an essential part of this role. The YPSA Operations Manager will act as a DSL for Oxfordshire Youth and will be the first port of call for all safeguarding throughout the service.

We have ambitious targets for young people's outcomes and the YPSA Operations Manager will be driven to help achieve our vision that young people in the YPSA grow to see themselves and be seen as, future change makers.

Key responsibilities

- **Act as a Designated Safeguarding Lead.** The YPSA Operations Manager will use their prior knowledge and expertise to address safeguarding issues which arise, provide advice and support to staff, and liaise with other organisations and professionals as required. To ensure that Safeguarding practices are engrained in all practices and to lead regular meetings to review safeguarding concerns are fully followed up and seen through until a closed.
- **Lead on Standardisation of all Practices and Processes** for YPSA creating a consistent and trauma-informed approach to all of our work with young people across YPSA, sharing best practice with colleagues throughout Oxfordshire Youth and the YPSA Service. The YPSA Operations Manager will also lead on quality assurance and monitoring for the service.
- **Management:** To provide leadership and high quality management for the YPSA Area Managers supporting their wellbeing, case management and their support for their teams of Progression Coaches. Work with the YPSA Management team to ensure staff are thriving at work both personally and professionally.
- **Support Co-design:** Work with the Care Leaders consultancy to ensure quality and authentic co-design with young people is embedded within the service.
- **Safety of Young People:** To establish, maintain, and ensure robust safeguarding practices for young people and staff are in place and regularly reviewed in line with policy change and OSCB/OSAB guidance. To ensure risk assessments are routinely updated and communicated with relevant team members.
- **Partnership:** To work collaboratively with a wide range of local partners across the county. To liaise and build relationships with third sector organisations, ensuring Progression Coaches are

embedded within our partner organisations and working collaboratively. To attend relevant multi-agency meetings forming strong partnerships and collaboration to improve the lives of young people in YPSA.

- **Policy:** To keep up to date with relevant and associated policy developments, e.g. housing and homelessness prevention, EET opportunities, CAMHS transformation requirements and the Oxfordshire Safeguarding Children Board, reviewing Oxfordshire Youth and YPSA policies as required.
- **Reporting:** Link with contract organisations to ensure robust management information and reporting arrangements are in place and report and track progress against key performance requirements.
- **Innovation of resources and tools:** Be the lead for development of tools and materials to support the implementation of community service provision and CYP participation.
- **Being a role-model:** Set and demonstrate good standards of work practice, with particular emphasis on maintaining professional boundaries.
- **On call:** Some on call work may be required on a rota-basis for out of hours safeguarding support

Our Culture

Everyone at Oxfordshire Youth agrees to:

- Have an unwavering commitment to Oxfordshire Youth's vision, mission and values
- Attend meetings reliably and participate fully, including being an active listener
- Ensure that all work is carried out in accordance with Oxfordshire Youth's guidelines, policies, and procedures
- Undergo training that will enable personal and professional development
- Undertake any other relevant duty related to the further development, promotion, and sustainability of the organisation as set forth by your Line Manager and/or Senior Leadership Team
- Represent Oxfordshire Youth in a professional and appropriate manner at all times including considering punctuality, personal appearance and boundaries, and equity, diversity, and inclusion of all opportunities.

Safeguarding

- Understanding that safeguarding children, young people, and adults is everyone's responsibility and you will have access to training and supervision, which is appropriate to the role (including undertaking a DBS check appropriate to your role)
- To ensure concerns from young people are responded to appropriately in line with Oxfordshire Youth's policies and procedures

This job description is subject to amendment following discussion with the post holder.

Specific tasks and duties will be shared at the interview and during the induction process

What we are looking for

- Proven track record of managing, or coordinating, a similar service, with a focus on operations and service delivery
- Extensive safeguarding experience, including acting as a designated safeguarding lead
- Overview of service provision for Children and Young people, ideally within Oxfordshire
- Strong line management and team leadership experience
- Experience of reviewing, implementing and standardising processes and policies
- Experience of partnership working and of building strong and effective working relationships
- The ability to assess and manage risk
- The ability to monitor and review data in line with the contract and contracted KPIs
- Excellent communication and interpersonal skills, including being able to positively engage and motivate others
- IT skills including Excel, Word, PowerPoint, Google Suite and CRM systems
- A flexible approach to work, including a willingness to take on tasks outside the usual remit and to work irregular hours
- The ability to solve problems and think creatively
- An unwavering commitment to Oxfordshire Youth's vision, mission and values
- A positive, enthusiastic and can-do approach that demonstrates the attributes of a growth mindset
- Accountability for the quality of your work and responsibility for maintaining and improving your knowledge and skills
- **Full, clean, valid UK driving license with access to own vehicle**

Other desirable skills

- Training and experience in Trauma Informed Care and Psychologically Informed Environments
- Professional Qualifications in a relevant field and/or qualifications in management

- Previous experience working in the not-for-profit sector

Closing date for applications: 21st August 2023

Interviews to be held: week commencing 31st August 2023

To apply, please send a copy of your CV accompanied by a completed application form to our [recruitment team](#).

Alternatively, [visit our website](#) or [email](#) us for more information.