



SERVICE DEVELOPMENT MANAGER

www.hopesupport.org.uk/job/service-development-manager

APPLICATION PACK

WELCOME.



Dear Applicant,

Hope Support Services (Hope) is looking for a talented, passionate individual to join our Service Delivery team as a full time (40 hours per week) Service Development Manager.

The Service Development Manager will manage a small & friendly Service Delivery Team, ensuring our charity can continue to deliver support for young people aged from 5-25 when they have a loved one with a serious or terminal illness.

As well as managing the team we are looking for an individual who can work alongside the senior management team to oversee the development of Hope's frontline support programmes.

We welcome applications from candidates who already have a background in management. Although not a pre-requisite, we would also value applications from those with lived experience related to our cause, and the ability to draw from personal experience to bring insights to how we might develop our service further.

If you wish to make a difference to the lives of young people and can offer energy and enthusiasm, then we would like to hear from you.

A handwritten signature in black ink that reads "Michael Sharp".

Michael Sharp
CEO

Welcome

A letter from our Chief Executive Officer giving an overview of what the role is and the experience, knowledge and qualities needed in order for you to be the successful applicant.

What we do

How Hope was founded, how we've got to where we are now and the things that we continue to offer as part of our service to the children and young people that need our support.

Applications

Information and advice on how to make your application for the role. Who you can contact if you require more information about the application process.

Job Description

A detailed description of the role and all the main duties and responsibilities that are required.

Person Specification

Details the essential criteria against which all candidates will be judged objectively.

WHAT WE DO

In 2006 Sue Trevethan was diagnosed with cancer. Her children were 13, 15 and 19 at the time. She felt incredible guilt when she saw how her diagnosis directly affected their lives and so looked to try and sort out some support for them during her operations & treatment, however there was nothing available in the UK at that time, so in 2009 she started Hope Support Services.

Having a place to talk with other young people in the same or a similar situation is very much a corner stone of the support we offer. This mixture of peer to peer support and access to our fully qualified staff for more complex issues is provided for as long as it is needed.



When someone is diagnosed with a serious illness, it changes everything.

When someone in the family is very ill, younger family members can find the uncertainty particularly hard to deal with. Studies show that their mental health can be damaged long before bereavement occurs and when the focus of attention is on the patient, young people often worry about sharing their concerns and feelings at home as they don't want to upset the patient or "make them feel guilty". This can lead to issues such as disengagement with education, family members and peers, as well as anti-social behavior, drug-taking and other unhealthy coping mechanisms.

How does Hope Help?

Hope is a preventative service, and supports young people when someone they love is diagnosed with a serious illness such as cancer. We offer support to those aged 5-25 including one-to-one support, group work and peer to peer support.

Meeting others going through a similar thing can be extremely beneficial to a young person's mental health, helping them learn new coping strategies and encouraging them to realise that there are other people who understand.

One of the key points of our service is that we support the young person from the moment of diagnosis, for however long we are needed and whatever the outcome for the patient - meaning we are there through prognosis changes, secondaries, recovery or bereavement.

Having a consistent place where young people can feel safe and valued throughout the ups and downs of a loved one's illness and potential subsequent death can help reduce anxiety and improve their overall wellbeing.

We have recently launched an app that can provide support when a young person needs it, so that wherever they live in the UK, they are able to access one-to-one support sessions with one of our trained professionals and have the chance to share their own stories with young people of a similar age.

The support we offer is very much guided by the young people we work with. We have a Youth Management Team (Y Team) that works alongside the Hope management team and the board. The Y team consists of young people who have used our service in the past (or lived through a family health crisis).

As well as helping to promote the service the team feed in to our development strategy and ensure that the support we offer remains relevant and is what young people want.

APPLICATIONS

How to apply

You should apply for the post using our application form that can be found on our website at:

<https://hopesupport.org.uk/Job/service-development-manager>

Hope adheres to a safer recruitment policy and doesn't accept CVs without a completed application form. Your CV must detail all your previous employment history and provide explanation of any gaps.

The successful applicant will be offered the position on the condition of providing suitable references and a satisfactory enhanced DBS result (Hope covers the cost of this).

A special note about Covid Vaccination?

The services we provide at Hope take place in various venues across the county. These include schools, hospices, cafes, hospitals and people's homes.

Some of the environments we work may, in the future, legally require that staff operating there are fully vaccinated.

As an organisation Hope fully supports the vaccine roll out. We are working with children and young people on a daily basis who are potentially going home to a relative who is very ill. For this reason we recommend that every member of staff gets the vaccine unless they are exempt.

If you require more information

If you have any questions that are not answered in this pack, either about the role, the application process or something more general, please contact us on **01989 566317** or you can email us at: help@hopesupport.org.uk.

Alternatively if you would like an informal chat about the role before making an application please call us on the number above and we will arrange this for you.

“ Hope were there for me when dad got ill, they were the only people I could talk to about how I was feeling. ”

- Hope young person

Tips for the Application Form & CV

Personal details

This is the most straightforward part. Make sure you include all the relevant information in the correct sections. That includes your name, email address and phone number.

Why you are interested in a role?

This is where you need to outline your reasons for applying for the role and how you meet all the criteria detailed in the person specification. Take time to put this together, it will allow you to fully demonstrate your suitability for the position.

What skills or relevant training do you have?

Before completing this section make sure that you have read the job description and can highlight where the specific skills and training required for the role match your own.

What are your hobbies/interests?

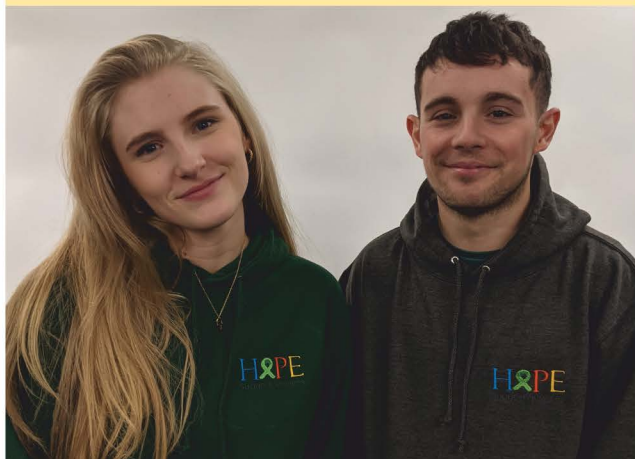
When it comes to your personal interests and hobbies, include all those that may be relevant to the job you're applying for; but remember to think outside the box.

Education

You will need to make sure that your CV details all your qualifications from secondary school (including grades) up to degree level and beyond, if relevant.

Employment history

It's important that your CV includes a complete history of your employment, starting with the most recent job and working backwards. Don't forget to include any internships, voluntary or unpaid jobs and even holiday jobs if they're relevant.



JOB DESCRIPTION

This is a written statement of the primary tasks, functions, responsibilities and relationships of the role. As well as providing the detail of the tasks and responsibilities, the job description plays an important part in job evaluation, induction, performance management and our staff development review processes.

Job Title:

Service Development Manager

Purpose:

To oversee the development and delivery of Hope's frontline programmes and to manage the team's that deliver support.

Commitment:

Full Time 40 hours per week, office hours with some evening and weekend work.

Role and responsibilities:

- Line manage those delivering the frontline service, ensuring a high quality of support is being offered to our young people.
- Monitor the performance of the service delivery team and provide them with regular feedback in order to maintain a high standard.
- Ensure that Hope's policies and procedures are followed at all time, in particular our safeguarding policy & procedure and our confidentiality policy.
- Facilitate referral and caseload meetings with the service delivery team, providing guidance for the team on complex cases.
- Provide cover for the frontline service if members of the team are sick or on leave.
- Represent Service delivery and development as part of the senior management team.
- Work with the CEO, Operations Manager and Fundraising Manager to identify areas for service development, strategic planning and the sustainability of the charity.
- Provide regular reports for all frontline programmes (including our Y and A teams) to the Senior Management Team including a review and report on budgets and expenditure for our frontline service.

JOB DESCRIPTION

Continued on from previous page.

Knowledge & Abilities:

- Understanding of the organisation's aims and values
- Working knowledge of Microsoft Office and the internet
- Ability to communicate effectively to inspire and motivate a wide range of stakeholders
- Ability to build relationships and work with a diverse range of people and organisations
- Ability to be proactive in identifying and acting on development opportunities
- Ability to prioritise and meet deadlines
- Ability to work effectively in a team and independently
- Ability to maintain accurate records
- Understanding of Safeguarding children and vulnerable adults
- Understanding of confidentiality issues and GDPR (General Data Protection Regulation)

PERSON SPECIFICATION

The person specification is a description of the qualifications, skills, experience, knowledge and other attributes (selection criteria) which a candidate must possess to perform the job duties. We use the person specification as a basis for our selection decisions at shortlisting, and at interview stages.

Essential	Desirable
<p>Experience of managing a team with a broad range of skills to high performance</p> <p>Experience of collating information and preparing proposals and reports for both internal and external audiences at all levels</p> <p>knowledge of safeguarding children and vulnerable adults</p> <p>Experience of managing multiple projects or activities</p> <p>Experience of working in partnership with external organisations and agencies to deliver a service</p> <p>Experience of successfully working towards agreed targets and outcomes</p> <p>Commitment to the organisation's aims and values (lived experience would be an asset)</p> <p>Resilience</p> <p>Attention to detail</p> <p>Willingness to undertake training and mentoring as appropriate</p> <p>Commitment to equal opportunities and anti-discriminatory practices at work</p> <p>Empathy and high level of personal integrity</p>	<p>Experience of managing a team delivering a service to children or young people</p> <p>Understanding of the challenges faced by children and young people living through a family health crisis</p> <p>Experience of using a CRM (Customer Records Management System)</p>



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