



## **JOB DESCRIPTION**

**Position:** Senior Manager-Policy, Programmes & Partnerships  
**Reports to:** **General Manager**  
**Supervises:** Service Leads; Family Support Counsellor  
**Facility:** All CAYS Facilities  
**Ministry:** Ministry of Investment, Innovation and Social Development  
**Classification:** Full-time salaried

### **1. JOB PURPOSE**

To provide key support to the Foundation's activities by ensuring the Foundation's operating systems, policies and processes all align with its mission, that the Foundation maintains an active focus on compliance, quality assurance, and professional development, that staffing levels and staff capacity are suited to the needs of the young people in its care, that the Foundation consistently cultivates key partnerships in the public/private, and not-for-profit sectors, and advocates for improvements to strengthen the child protection/child welfare sector.

### **2. NATURE OF THE POST**

The post holder will assist the Foundation to meet the demands of the Government's Youth Justice Law and or Children's Law Agenda through strengthening the organization's operating environment, working to build a culture that prioritizes high quality service provision, consistently monitoring standards of care, training and developing staff capacity, and fostering effective partnerships and advocacy.

The Manager will also be expected to work flexibly when required, including weekends and evenings, attend staff meetings, conduct supervision and training sessions as needed, and support General Manager by representing the organization with various stakeholders, including external partners, as requested/required by job duties. Senior Manager will also be expected to participate in the on-call schedule and act as duty senior/manager on call as needed.

The Manager will be responsible for providing general support, guidance, and training to the staff and will coordinate with Senior Manager-Operations and the General Manager to identify internal and external training resources. For complex issues or clarity, the post holder should consult with the General Manager or the Board of Directors if the Foundation's General Manager is unavailable.

At all times, the post holder is expected to conduct him/herself professionally and adhere to the Public Servants Code of Conduct, and the Foundation's Policies and Procedures.

### **3. KEY RESPONSIBILITIES**

**Develop a style of leadership and organisational culture to ensure open and participatory management and practice, ensuring the development and motivation of the staff team and individual employee.**

#### **MANAGEMENT (20%)**

1. Identify opportunities to develop and implement working partnerships with other Agencies who have associations with the services provided by CAYS Foundation.
2. Promote the Foundation's Mission and Values, ensuring that all work in the development and delivery of service plans is carried out within the terms of the Ownership Agreement.
3. Foster a culture of excellence by creating and implementing policies and procedures that support quality service delivery to enable the young people in care to achieve optimum outcomes in a safe and secure environment.
4. Implement practices which foster positive working relationships and productive networks with all stakeholders and the community.
5. Partner with General Manager, Business Manager, and senior management team to ensure delegated budgets are adhered to within the Foundation's financial procedures.

#### **PROGRAM DEVELOPMENT/ MANAGEMENT (40%)**

1. Devise and monitor systems to ensure that each staff member undertakes all duties and responsibilities as prescribed within their job descriptions, relevant occupational standards, Cayman Human Rights Standards and the Foundation's policies and procedures.

2. Partner with General Manager and senior management team to manage the Foundation's strategic direction and development, consulting and working with others to produce proposals and plans as required.
3. Spearhead organization's policy and advocacy activities to foster an internal environment that incentivizes high quality service provision and an external environment that supports positive outcomes for youth in care. This includes creating and/or refining internal standards to guide key functions, working with program staff to support regular internal reviews, and collaborating with coworkers to follow through on all actions and requirements from the internal review process to ensure that the Foundation meets its quality standards and those of relevant oversight bodies.
4. To develop and maintain relationships with the community and partner agencies, institutional donors, and the wider Cayman community to obtain grants, donations and ongoing support for the program. This includes researching diverse sources of institutional funding, identifying grant making initiatives locally and overseas, and with the support of key staff, writing grant applications, solicitation requests and other fundraising-related documentation.

#### **ADMINISTRATIVE (20%)**

1. Collate and analyze data and compile and submit required reports to the General Manager on time.
2. Develop Outcomes and identify effective ways of measuring them, (which cascade downwards from the strategic Goals of the Board). This is done with the General Manager and Management Team.
3. Participate in Supervision with the General Manager and ensure prompt and accurate reporting of important information as it relates to the program.
4. Create and/or update policies and procedures to guide key aspects of the Foundation's activities. This is done in partnership with the General Manager and in certain instances, will be supported by the ministry and the Board of Directors.
5. Submit required progress reports, updates and other documentation related to fundraising/donor cultivation activities.

#### **HUMAN RESOURCES (20%)**

1. To manage the relevant personnel procedures including the Performance evaluations for direct reports.
2. To participate in disciplinary procedures and internal investigations

3. To ensure staff receive trainings that would improve their performance and improve program proficiency.
4. To ensure all trainings and certifications are up to date and documented in staff personnel files, collaborating with program and administrative staff as needed.

#### **4. SPECIFICATIONS/QUALIFICATIONS**

##### **Education:**

- A Bachelors' degree in Social Work, Psychology, Counselling or equivalent (Masters Degree will be a bonus)
- CPR and First aid certification
- Valid Driving license

##### **Knowledge:**

- Standards of Care
- Children's Law/Youth Law
- Development of adolescents
- CI Children's' Act
- CI Youth Justice Act
- CI FOI Act CI Labour Law
- Knowledge and proven ability to manage staff in a facility which operates Trauma Informed Model of Care and Rehabilitation
- Knowledge of the Stages of Staff Group Development

##### **Experience:**

- A minimum of 7 years Management/Supervisory experience in child welfare/child protection, with at least 1 year spent in a supervisory capacity within a residential care/treatment facility for youths specifically using Trauma Informed care.
- Proven experience in developing policies and advocating on issues relevant to child welfare/child protection.
- Experience working with stakeholders within and across systems (including governmental ministries, agencies, and departments), to improve services for at-risk youth and their families.
- Experience cultivating partnerships with stakeholders in the public, private, and not-for-profit sectors, including writing grant applications for a variety of donors, including corporate and institutional funders.

### **Skills and attributes:**

- Excellent oral and written communication skills
- Good public speaking skills
- Ability to work well in a multi-cultural setting
- Report writing
- Grant writing
- Excellent interpersonal skills
- Policy analysis and advocacy
- Strategic planning and critical thinking
- Professionalism
- Ability to meet deadlines
- Solutions focused approach
- Planning and implementing of trainings, new developments and programmes
- Flexibility
- Creativity
- Curiosity
- Coaching and mentoring
- Ability to manage a budget and generate income through donations to the program.
- Passion and enthusiasm for the work

### **Locally Acquired Knowledge:**

- Darkness to Light certification
- Cayman Islands Public Authorities Law
- Cayman Islands Government systems
- Criminal Justice in the Cayman Islands
- Trauma Informed Care

### **PHYSICAL REQUIREMENTS**

The physical demands described here are representative of those that must be met by any employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk or hear, to stand, walk, and sit; to reach with hands and arms; and occasionally stoop, kneel, and crouch. The employee must be able to receive a passing grade on all required elements of the SCM course and be capable of conducting physical interventions with young people who may become out of control.

Specific vision abilities required by this job include close vision, distance vision, peripheral vision and the ability to adjust focus.

## **5. ROLE COMPETENCIES:**

### **Setting Direction**

1. Understanding the big picture – Ability to interpret economic, social, political, environmental and technological developments and work with others to keep activity relevant and targeted
2. Changing and improving -Understand, utilise and share insight and views from a diverse range of stakeholders to ensure better policy and delivery
3. Making effective decisions – Understand the boundaries and ensure decision making is maintained effectively at the right level within teams, not allow unnecessary bureaucracy and structure to suppress innovation and delivery
4. Streamline policies, processes and procedures to support effectiveness and efficiency

### **Engaging People**

5. Leading and communicating
6. Building capability for all - Identify capability requirements needed to deliver future team objectives and manage team resources and facilitate training for team members to meet these needs

### **Delivering Results**

7. Delivering value for money - Weigh up priority and benefits of different actions and activities to consider how to achieve cost effective outcomes
8. Facilitating a quality service - Establish how the operations compare to the expectations of young people in care and their families and best practice, and identify necessary improvements in programmes and services
9. Delivering at pace - Clarify therapeutic and programmatic priorities, roles and responsibilities, craft guidelines to document, and secure individual and team ownership

## **INTENT AND FUNCTION OF JOB DESCRIPTIONS**

Job descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective performance management system and related decisions. Well-constructed job descriptions are an integral part of any effective compensation system.

All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills, and abilities included have been determined to be the minimal standards required to successfully perform the positions. In no instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all-inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate.

Job descriptions are not intended as and do not create employment contracts.

**Date:** .....

**Signature of Job Holder:** .....

**Signature of General Manager:** .....