



JOB DESCRIPTION

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| Position: | Service Lead |
| Reports to: | Senior Manager-Operations |
| Supervises: | Youth Support Workers; Team Leaders; Food Coordinators |
| Facility: | All CAYS Facilities |
| Ministry: | Ministry of Investment, Innovation and Social Development |
| Classification: | Full-time salaried |

1. JOB PURPOSE

To provide oversight of a designated residential therapeutic service provision. The Service Lead will work with the CAYS management team to develop the highest standard of residential childcare practice within his/her assigned service provision and at CAYS Foundation. Service Leads will work alongside frontline staff to model therapeutic interventions, supervise front line workers, manage staffing schedules and budgets, and undertake other supervisory duties as needed to ensure the smooth running of the service provision. The post holder will also be expected to work flexibly when required including weekends and evenings.

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 developing their assigned service provision to a consistently high standard.

The Service Lead be responsible for the supervision and training of their direct reports. For complex issues or clarity, the postholder should consult with the Senior Manager-Operations/Senior Manager-Policy, Programmes, Partnerships, or the General Manager if the Foundation's Senior Managers are unavailable.

At all times, the post holder is expected to conduct themselves 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 (50%)

1. Drive, shape and reinforce a positive culture in line with the Foundation's mission and values
2. Manage the schedule for their service
3. Support the operation of their designated service provisions to ensure that they continue to meet the needs of a changing group of young people, so that young people achieve optimum outcomes in a safe and secure environment
4. Role model responsibilities including therapeutic interventions, being visible and providing leadership to staff team
5. Manage service budget and steward organizational resources
6. Ensure the environment is safe, welcoming and homely
7. Actively develop and maintain links and partnership with all other Foundation service provisions
8. Act as a link between outside agencies involved in the young peoples' placement, for example, local authorities, psychological services; benefits agencies, housing associations and community resources
9. Maintain appropriate systems and structures for the service including risk management to ensure high quality outcomes for the children, young people and the organisation
10. Stand in for Senior Manager-Operations as needed

11. Collaborate with Senior Manager-Policies, Programmes & Partnerships when necessary to support staff development, compliance, and quality assurance efforts
12. Maintain own continuing professional development, both through internal opportunities offered by the Foundation and by using own resources and initiative
13. Implement practices which foster positive working relationships and productive networks with all stakeholders and the community.
14. Ensure that staff awareness of Health and Safety rules and regulations is always maintained;
15. Undertake any other reasonable duties as may be requested/assigned by CAYS management

PROGRAM DEVELOPMENT/ MANAGEMENT (25%)

1. Support the Youth Support Workers to strengthen their capacity to deliver high quality therapeutic interventions.
2. Cultivate a good understanding of all children and young people's care plans within the service
3. Liaise with parents, families and other agencies involved in the care of the children and young people using the service, informing them of progress and decisions affecting the young person
4. Partner with external education providers to ensure young people have access to the educational support they need.
5. Keep abreast of any changes in the residents' situation within the facility as reported by the Case Management Team and provide therapeutic solutions.
6. Collaborate with Department of Children & Family Services to ensure the provision of educational, emotional, medical, counseling, nutritional, religious, and social needs of the residents according to standards of care through reviews of charts, log documentation and input from the Case Management Team.
7. Develop relationships with the community and partner agencies to obtain donations and support for the program.

8. Chair pre-admission and progress meetings that involve a Multidisciplinary Team for young people in care.
9. Support admission process for new residents, including liaising with DCFS and other relevant stakeholders to ensure all pertinent information is received and necessary paperwork signed and in hand.

ADMINISTRATIVE (10%)

1. Proofread professional reports
2. Collate and analyze data and compile and submit required reports to the Senior Managers on time.
3. Support senior management team in developing Outcomes and identify effective ways of measuring them, (which cascade downwards from the strategic Goals of the Board).
4. Participate in Supervision with the Senior Manager-Operations and ensure prompt and accurate reporting of important information as it relates to the program.

HUMAN RESOURCE (15%)

1. Manage the relevant personnel procedures including the Performance evaluations for direct reports.
2. Authorise annual leave, approving training requests and managing absence
3. Ensure new staff receive an appropriate induction and development opportunities
4. Participate in disciplinary procedures and internal investigations
5. Collaborate with senior management team to ensure staff receive trainings that would improve their performance and program proficiency.
6. Maintain appropriate systems and structures for the service including risk management to ensure high quality outcomes for the children and young people and the organisation

4. SPECIFICATIONS/QUALIFICATIONS

Education:

- An Associate degree in Social Work, Psychology, Counselling or related field preferred.
- CPR and First aid certification
- Valid Driving license

Knowledge:

- Standards of Care
- Children's Law/Youth Law
- Development of adolescents
- Health and Safety
- Standards of hygiene
- CI Children's' Act
- CI Youth Justice Act
- CI FOI Act
- CI Data Protection 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 4 years working in child welfare/child protection within a residential care/treatment facility for youths specifically using Trauma Informed care with at least 1 year of supervisory experience.
- Proven leadership within a therapeutic environment including experience managing physically aggressive and young people with mental health issues. This would also include experience in de-escalation and physical intervention
- Working with multi systems to meet the clinical, emotional, social and physical needs of youth
- Formulating and completing care plans/ treatment plans
- Risk assessments
- Delivery of agreed outcomes

Skills and attributes:

- Excellent oral and written communication skills
- Good public speaking skills
- Ability to build trusting relationships with children, young people and staff
- Ability to work well in a multi-cultural setting

- Ability to represent the organisation professionally with external agencies, including representation at all appropriate meetings
- Report writing
- Strong IT literacy with a good understanding of Microsoft Word, Excel and PowerPoint
- Excellent interpersonal skills
- Professionalism
- Solutions focused approach
- Experience with motivating and leading others and providing support and guidance to staff or peers Strong emotional resilience and the ability to cope with competing demands
- Ability to meet deadlines
- Planning and implementing of training and new developments and programmes
- Flexibility
- Creativity
- Curiosity
- Coaching and mentoring
- Ability to manage a budget
- 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 assess group dynamics amongst young people and staff and make decisions that are responsive to shifting needs while ensuring efficiency and quality service delivery
- 2. Making effective decisions – Understand the boundaries and ensure decision making is maintained effectively at the right level within teams while not allowing unnecessary bureaucracy and structure to suppress innovation and delivery

Engaging People

- 3. Leading and communicating
- 4. Building capability for all - Identify opportunities for the professional development of staff and partner with senior management team to fulfill the team’s training needs

Delivering Results

- 5. Delivering value for money - Weigh up priority and benefits of different actions and activities to consider how to achieve cost effective outcomes
- 6. Managing a quality service – Partner with senior management team to establish how the service quality compares to the expectations of young people in care and their families and to best practice and identify necessary improvements in services
- 7. Delivering at pace - Clarify therapeutic priorities, roles and responsibilities 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: