



Utopia - hatch Service Manager

Job Purpose: hatch Service Manager

Responsible to: Directors

Salary: £28,350.00 - £33,350.00 per annum

Location: Birkenhead, Wirral

Contract type: Full time

Holidays: 30 days per annum

Directed Hours: 10:15 - 18:15 Mon-Fri (Flexible hours dependant on service timetable)

Utopia Profile

Utopia Project CIC is a community company that delivers a number of bespoke programmes to disadvantaged and vulnerable young people across Wirral. Lead by 3 directors with a vision for supporting young people in a relatable and alternative way, the company was formed in September 2014 and has expanded our reach to support over 1000 young people on a yearly basis. Our hatch service supports the emotional wellbeing of young people aged 8-16 on a 1:1 and small group basis by teaching skills and strategies to manage anxiety, low mood and depression via our network of volunteer mentors. Hatch's wider offer extends to our hatch youth club, summer activity programmes, parenting workshops and holiday activity days. All Utopia services provide young people with an accessible and approachable environment with a specific focus on developing key personal and social skills such as; confidence, resilience, communication and teamwork.

At the core of Utopia's ethos is the belief that young people need a supportive and nurturing environment and the opportunity to develop personal and social skills in a practical way. We work closely with the Local Authority, CAMHS, Local Schools and a range of voluntary and third sector organisations on the Wirral to provide high quality support and valuable learning opportunities to vulnerable young people.

Our vision is to develop and expand our service offer to provide more crucial interventions for young people across the Wirral, particularly those with SEND, or experiencing mental health difficulties. The successful candidate will be an outstanding, passionate and resilient individual, with significant experience in managing a team, planning and delivering effective interventions and reviewing the impact of interventions to drive continued quality. They will make a significant contribution to the organisations expansion and be committed to our mission; *'To deliver bespoke programmes that focus on the needs of our community in order to improve educational outcomes, wellbeing and aspirations'*. In addition candidates will have considerable experience in managing staff, budgets and working to funding priorities, as well as the ability to expand the companies reach by supporting the wider promotion of our services

Utopia is committed to the safeguarding and promotion of children's welfare. All appointments are subject to an enhanced check with the Disclosure Barring Service. The company follows the safer recruiting guidance, and references will be requested prior to interview. For more information please visit our website www.utopiaproject.org.uk & www.hatchmerseyside.co.uk

Visits to the centre are warmly welcomed. To arrange a visit or request an application form please contact **Chris Black** on 0151-644-1535 or 07719084493.

Responsibilities

Professional Duties

- To oversee the successful day to day running of the hatch service.
- To evaluate, monitor & report the quality of interventions through robust tracking of programmes and feedback received from service users and other stakeholders.
- To manage a team of staff and volunteers supporting them in the delivery of hatch programmes.
- To continuously gain insight into local mental health needs of the community in order to develop hatch services.
- To contribute towards the continued professional development of Utopia staff.
- To contribute towards the recruitment, selection and development of volunteers.
- To be responsible for allocated service expenditure including the management of project budgets and to regularly report these to the management team .
- To expand the scope of the hatch service offer by being creative, innovative and collaborative in identifying new project opportunities.
- To promote hatch in local networking forums and develop relationships with key partners and stakeholders.
- To provide regular reports to the board of directors.
- To ensure that all young people are safe and to follow Utopia and hatch child protection and safeguarding policy and procedures at all times.
- Work within the framework of the Utopia policies and procedures.

Additional Responsibilities

- To make a positive contribution as a member of the Utopia team.
- To actively promote the core values, standards and expectations that underpin the Utopia ethos.
- Share good practice with and learn from colleagues within the Utopia team.
- To support, coach and mentor hatch service volunteers.
- To attend Utopia meetings and contribute to company development plans (when required).
- To support and actively promote hatch and present it in the best possible light.
- To be committed to continuing professional development.
- To actively promote services and opportunities on a range of social media platforms
- To provide excellent communication of services to young people and families
- To make safeguarding of young people a priority
- To undertake other such duties as may be reasonably required.

Utopia will provide:

- Opportunities for professional development.
- Mentoring and support.
- The opportunity to make a genuine difference to the lives of vulnerable young people on the Wirral.