



Routeways Centre Limited

JOB DESCRIPTION 2024

Employer:	Routeways Centre Limited
Job title:	Service Manager (SEND)
Salary:	From £35,000 Dependant on Qualifications and experience
Hours:	37 hours per week, flexible working available to include evenings and weekend working (On call responsibilities) Full-time, permanent position
Responsible to:	Chief Executive
Responsible for:	Deputy Manager Activity Co-ordinators Session Leaders
Work location:	Devonport Park Activity Centre, Fore Street, Devonport, PL1 4BU And Beckly Centre, Mayers Way, Plymstock, PL9 9DF
Purpose:	To lead on the SEND services and activities run by the organisation. This includes supervision, organisation, and support to staff and volunteers to provide safe, quality education, social and leisure time activities.

Current project portfolio includes:

Beckly weekend and holiday scheme
Adventure Breaks
Radford Rascals
Growing Together
Direct Access Youth Projects
In Other words

Main Functions of the Job Role

1. Day to day running of the SEND services delivered by Routeways Centre Limited.
2. To liaise and support parents, carers and families associated with the services.
3. On a rotational basis to act as the on call duty manager to react and respond to out of hours service demands.
4. Maintain and ensure timely record keeping of the Lamplight database.



5. To oversee the Social media sites for the organisation to promote our work and activities.
6. To delegate appropriate tasks to the admin support to ensure timely completion of and accurate record keeping.

Main Duties and Responsibilities

1. To manage day to day running of activities in line with contracts and service level agreements. During sessions and activities to supervise staff and ensure they have carried out all necessary preparation, evaluation and administration in relation to the operation of sessions and activities.
2. To lead the line management of bank staff to include training, mentoring and coaching of staff to develop the team. Ensure communication with senior management team of any staffing difficulties and concerns.
3. To ensure safeguarding and health and safety policies and practices are followed for all people accessing services. Ensure that all necessary risk assessments, safety procedures and checks are carried out in respect of activities provided by Routeways. Ensure timely recording and reporting of accidents and incidents.
4. To supervise arrangements for staff accompanying the children and young people on all activities, outing and trips in the activities programme, including during taxi escort.
5. To ensure good practice is followed in respect of general and food hygiene and to ensure that all staff follow good practice guidelines and procedures set out by statutory bodies and by Routeways Centre Limited.
6. To be involved in monitoring and reporting procedures relating to the usage, effectiveness and development of activities.
7. To organise, supervise and assist in collating, recording and updating of general and specific information and details about the children and young people using services on to lamplight. To take responsibility for the provision of assistance, help and supervision for the general needs of the children, including personal care needs, and to ensure that it is appropriate to ability, age and need.
8. To manage and monitor staff use of lamplight database to ensure all records are kept up to date, patterns in behaviour are monitored using session notes, uploading information to the relevant areas.
9. To support the introduction to and settling into services for new referrals. To manage bookings for and attendance at sessions.

10. To collate, prepare and distribute appropriate information onto the various Social Media platforms to promote the activities undertaken. To respond to enquiries on Social media and act as a point of contact for Social media queries.

Additional Duties

It is the nature of work within Routeways Centre Limited that tasks and responsibilities are in many circumstances unpredictable and varied. All employees, therefore, are expected to work flexibly when the occasion arises so that tasks that are not specifically covered in their job description are undertaken. These additional duties will normally be to cover unforeseen circumstances or changes in work and will normally be compatible with the regular type of work. If the additional responsibility or task becomes a regular or frequent part of the employee’s work, it will be included in the job description in consultation with the post holder.

Person Specification

	Essential	Desirable
Education/ Qualifications	<ul style="list-style-type: none"> • Appropriate qualification in working with children and young people. Such as Teaching, health & Social Care, or extensive demonstrable experience. 	<ul style="list-style-type: none"> • Food Hygiene Certificate • Manual Handling • Minibus Licence
Occupational Experience	<ul style="list-style-type: none"> • Supporting children and young people with learning or physical disabilities • Experience in managing children and young people’s behaviour in various situations • Knowledge of disability issues, health and safety, child protection • Working in a management or leadership role • Contract management and working to targets 	<ul style="list-style-type: none"> • Tube Feeding • Hoisting • Working across a broad range of needs/abilities/age • Controlling/administering medication • Ofsted Voluntary Register • Social Media management or knowledge of various platforms
General Qualities	<ul style="list-style-type: none"> • Working with a range of people, and stakeholders • Ability to work as a member of a team and to motivate others with strong coaching skills. • Monitor and maintain safe 	

	<p>working practices.</p> <ul style="list-style-type: none"> • Knowledge of safeguarding and child protection legislation • 	
Disposition	<ul style="list-style-type: none"> • Be non-judgemental and open to new, different or alternative ideas, experiences and present a welcoming and friendly attitude to children and young people. 	
Specific Aptitudes	<ul style="list-style-type: none"> • Able to bring and share specific skills or expertise such as ability to drive the minibus to enhance the resources, facilities and skills base of Routeways. • Be available and willing to undertake a supervision role for other workers, to support their development of skills and knowledge and enhance their working practices. • Able to consult with children, young people and their families, collect and collate information and produce affordable, entertaining and sustainable programmes of activities that reflect the interests and aspirations of those children and young people. • Able to collect and collate information and work to deadlines to produce reports and other documentation, monitor budgets and co-ordinate financial details pertinent to operational needs. 	
Other Requirements	<ul style="list-style-type: none"> • Flexible in working hours and location. • Have the means of travelling to meetings and 	

	activities at other venues. <ul style="list-style-type: none">• Be willing to undertake appropriate training and to cascade to other workers.	
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