



Job Description: Youth Services Manager

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| Salary: | Salary scale Grade 2, point 5 to 9 depending on experience (€55,669.50 to €66,803.40) |
| Hours: | Full-time, 35hrs per week |
| Reporting To: | CEO |
| Direct Reports: | Youth work team, National Network Coordinator (Family Support Worker & Youth Participation worker to be recruited) |
| Supported By: | Operations & Office Manager, Head of Operations and Programmes and CEO. |
| Term: | Ongoing subject to funding from DCEDIY (Youth Service Grant Scheme) |
| Starting Date: | May 2023 |
| Application Deadline: | Monday, 3 rd April, 2023 |
| Interview Date: | Week commencing 10 th April 2023 |

Overview

Belong To opened its doors as a youth service in 2003 to provide a safe space for LGBTQ+ young people to find support and acceptance. Thanks to our supporters, our staff team, our volunteers, our Board, our funders, our partners, and most importantly, the LGBTQ+ young people we work with, we have grown to become the leading national LGBTQ+ youth organisation in Ireland.

Since 2003, Belong To has grown from a youth project into a unique national services and advocacy organisation with and for LGBTQ+ children and young people. Youth services, which inform our research, education

work, and a development approach, enable us to provide solution-based advocacy at an institutional and public level.

Here's a [short video](#) about us.

Job Purpose:

To be the strategic lead in Belong To for supporting, planning, delivering, monitoring and evaluation of LGBTQ+ Youth Work and Dublin-based services.

To support the delivery of best practice approach in providing LGBTQ+ youth work for young people across Ireland.

To have responsibility for the achievement of Belong To's youth work related strategic goals as set out in our [Strategic Plan](#).

Key Tasks:

To empower LGBTQ+ young people through the continued provision of a blended direct youth work and support service in Dublin City Centre, which encompasses support to parents and professionals working with them.

To promote a positive attitude towards mental health while providing pathways for additional support through strategic partnerships with partner organisations.

To improve access to LGBTQ+ youth services across Ireland by developing youth groups in partnership with services within local communities, expanding the existing National Network, and implementing a mark of quality to ensure quality youth work and best practice LGBTQ+ youth work is promoted.

To reduce the harms of alcohol/drug use amongst LGBTQ+ young people.

To empower young LGBTQ+ people to have better sexual health.

To scope and research how best to provide support to LGBTQ+ young people in the 10–14-year-old age range.

To support parents, guardians, and caregivers of LGBTQ+ young people to create safe, nurturing home environments.

To amplify the voice and experiences of LGBTQ+ young people, supporting and facilitating them to be agents in positive social change.

To lead on Safeguarding and Child Protection policies, practices and procedures throughout the organisation.

This role offers an exciting opportunity to join one of the most dynamic youth organisations in Ireland.

Staff Benefits

BeLonG To provides staff members with an array of benefits and supports that increase their financial security, health, and well-being. We also support staff members to develop professionally and promote a healthy work life balance. Some of these discretionary benefits and supports include:

- Paid time off, including 26 holiday days, and following successful completion of probation access to our discretionary sick leave, parental leave, and bereavement leave schemes.
- Educational assistance programmes (including paid study/ exam leave and an educational fund towards the costs of fees)
- An Employee Assistance Programme (EAP) covering you, and your loved ones.
- A death in service benefit which will pay a lump sum of x4 times your salary to your loved ones in the event of your untimely passing.
- Family flexible working hours
- Hybrid Working arrangement
- Tax saver tickets and cycle to work scheme
- Staff coaching and mentoring programmes
- Staff training and development opportunities
- Staff wellness programmes
- Pension contribution

Key Responsibilities and Duties

The duties and responsibilities include but are not limited to the following:

The overall planning, co-ordination and development of the Youth Work Service, including the preparation and implementation of the programme as agreed with funders such as DCEDIY, NICDTF & TUSLA and in our

strategic plan, including the scoping and set up of a service for 10-13 year olds and a Family Support Service.

Budget planning and oversight in conjunction with CEO & Finance Manager, maintaining local records, inputting into overall budget reporting requirements.

The day-to-day operations of the Dublin Service, including the provision of on-going supervision, support and line management to staff reporting to this role.

Convening regular team meetings for information sharing, planning and evaluation.

Liaising with other agencies working with young people in the community in order to maximise the service provided.

Maintaining all records and youth work policies to a high standard and producing professional work reports as required.

Completing relevant reports and applications for funders as per requirements.

Participating in the Senior Management Team for the organisation, which includes attending planning and review meetings as required.

Any other duties that may be assigned from time to time.

Note

This job description is not a definitive list of tasks; rather it is designed to give an overview of the job. It is envisaged that the post-holder will use their own initiative and develop the job under guidance so that the organisations aims are achieved. It should be noted that the organisation is dynamic and fast paced and it may be necessary to step beyond the areas outlined above to support others from time to time.

Functional Competencies

Essential

- Level 8 Hons. Degree in youth and community work or a related discipline
- Minimum 5 years' experience working in youth work, including 2 years of managing youth workers and/or volunteers
- Experience in providing professional support and supervision
- Experience in developing, co-ordinating and delivering substantive youth work programmes with a clear understanding of outcomes for young people
- Experience in planning, recording and evaluating work
- Experience in report writing
- Experience as DLP or Deputy DLP for a youth service
- Experience in communication, problem solving and decision making skills
- Proficient in IT.
- Experience in budget planning and oversight.

Desirable

- Experience in working with young people at risk in disadvantaged communities.
- Experience in working with databases e.g. Salesforce

Behavioural Competencies – Interview Questions will be based on these:

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| <p>Stakeholder Focus</p> <p><i>Ensuring a 'stakeholder focussed' approach is implemented in own department. Systematically analyses stakeholders' information and feedback.</i></p> | |
| <ul style="list-style-type: none"> ◆ Understands and keeps up to date on wider issues at local and national level that may have an impact on the service provided. ◆ Is proactive, benchmarks, applies best practice, seeks service improvement. ◆ Ensures systems are in place to communicate relevant information to others either within own department/team or to other groups, or to colleagues. ◆ Manages the process of reviewing policies and procedures to improve satisfaction with the service provided within the scope of own department or project. ◆ Ensures the development and implementation of agreed improvement plans which could benefit stakeholders. | |
| <p>Planning & Organising</p> <p><i>Organises own time effectively, creates own work schedules, prioritises workload, prepares in advance and sets realistic timescales. Monitors progress towards operational or strategic objectives. Makes sure all activity and resources are used efficiently and effectively.</i></p> | |

- ◆ Responsibility for the development of a plan for own department, which contributes to the organisation's strategic plan.
- ◆ Secures and makes best use of resources to manage fluctuating demands. Responsibility for the design and planning of key projects.
- ◆ Is focused on value for money.
- ◆ Plans, organises, and manages activities to make sure budget resources are used efficiently and effectively to the organisation's goals (where appropriate).
- ◆ Manages the implementation of department plans and ensure that corrective action is taken to meet targets.
- ◆ Develops / implements processes for tracking progress against high level performance indicators (i.e., Service Level Agreement).
- ◆ Reports on progress of key activities within department to CEO.
- ◆ Incorporates contingencies into plans. Prioritises in climate of continuing change.
- ◆ Provides clear direction and makes sure that staff/colleagues know what is expected of them.
- ◆ Sets goals and targets beyond those required and continuously strives to achieve them.

Continuous Development (Self and Others)

Actively seeks out opportunities to learn and develop.

Actively promotes learning and development in others.

- ◆ Proactively keeps up-to-date with own knowledge / learning by reading, talking to others inside and outside the organisation, and attending seminars/ conferences.
- ◆ Empowers individuals and/or colleagues by appropriately delegating work which challenges them and provides stretching but realistic targets.
- ◆ Provides regular informal constructive feedback on performance.
- ◆ Works with direct reports through to identify areas for development in the future.
- ◆ Innovative in facilitating learning opportunities.
- ◆ Actively provides coaching, training and mentoring to individuals.

Leadership

Ability to lead, encouraging, inspiring and supporting others to deliver. Has the ability to understand how individuals, at all levels, operate and how best to use that understanding to achieve objectives in the most efficient and effective way. Promotes the principle of meritocracy.

- ◆ Communicates the vision. Sets strategic direction for whole or part of the business ensuring buy in to the decision-making process and commitment to decisions made.
- ◆ Sets clear goals and standards, ensures shared ownership of these within team
- ◆ Monitors progress against goal achievement.
- ◆ Pro-actively communicates the importance of short and long-term goals and objectives. Key Performance Indicators (KPI's) are established and used to meet the organisation's goals and targets.
- ◆ Ensures individual contributions are maximised.
- ◆ Recognises and celebrates others' contributions & achievements.
- ◆ Works to provide a supportive environment by managing resources and removing blocks to effective working.

- ◆ Communicates and gains commitment to a vision of what is to be achieved, instils passion in people about the organisation and their own department/team.

Team and Collaborative Working

Ability to work co-operatively within a group and across BeLonG To achieve the organisation's goals in a respectful manner. Fosters a customer-focused environment. Understands and is tolerant of differing needs and viewpoints.

- ◆ Leads a cohesive team approach by promoting the importance of working within and across departments and locations to achieve team and wider organisation's strategic objectives.
- ◆ Fosters a culture that values fairness, inclusiveness, and diversity.
- ◆ Develops strategies to improve cross functional/intra departmental team working.
- ◆ Identifies opportunities for cross functional collaboration.
- ◆ Brings collaborative groups together to achieve an objective and focuses group on delivery.
- ◆ Instils a sense of pride in the work of the team and the organisation, by highlighting achievements.

Thinking and Acting Strategically

Understands the purpose, context, goals, and objectives of BeLonG To, their own department, and how there are strategically interlinked. Demonstrates an understanding of how current actions will impact on longer term organisational objectives.

- ◆ Develops and manages the implementation of plans for own department. Contributes actively to the organisation's strategy.
- ◆ Designs, develops, and implements plans and actions to realise the organisation's goals within own department/team.
- ◆ Aligns the department's goals with the organisation's strategic direction.
- ◆ Can clearly communicate the overarching goals and objectives of own area of responsibility and puts this into wider departmental and organisational context.
- ◆ Understands the decision-making processes within the organisation.
- ◆ Uses this information for the benefit of own department and to progress wider organisational issues.
- ◆ Can articulate strategy to a wider audience

**Please note that listed above are the top 6 behavioural competencies applicable to this role and is not the exhaustive list of all competencies relevant to this role.*

Key Relationships

| Internal | External |
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| <ul style="list-style-type: none"> • Youth Work Team | <ul style="list-style-type: none"> • TUSLA |

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| <ul style="list-style-type: none"> • National Network Coordinator • Senior Management Team | <ul style="list-style-type: none"> • DCEDIY • NICDTF • NYCI • Other Youth Organisations • Mental Health Organisations • Sexual Health Organisations • Drugs and Alcohol Organisations • Homelessness Organisations |
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Overview of Practical Arrangements

Hours and Place of work

Full-time, Monday to Friday from 9am – 5pm. This post offers excellent flexibility to the successful candidate. The nature of this post requires flexibility in the hours of work and may require occasional work in the evenings, at weekends and some travel nationally.

The usual place of work shall be in BeLonG To's office at 13 Parliament Street, Dublin 2.

Holidays

In addition to the usual public holidays the annual leave for this position is 26 working days (pro-rata).

The Protection & Safeguarding of Children and Vulnerable Adults

BeLonG To Youth Services has adopted a policy to protect and safeguard the welfare of clients. The post holder will be required to follow this policy at all times and any offer of employment may be contingent on Garda Vetting and Reference Checks. A copy of the organisations Safeguarding and [Child Protection Policy and Vetting Policy](#) is available for review on our website.

Confidentiality

Due to the nature of this work the post holder will often be party to highly confidential and very personal matters – they must therefore be committed and able to maintain the very highest standards of confidentiality at all times.

Non-Compete/ Non-Solicitation

A condition of the contract of employment offered to the successful candidate will be a restrictive covenant commonly known as non-compete and non-solicitation clause.

Pre-Employment Health Check

The successful candidate shall be required to complete a pre-employment medical check and be certified as fit to perform the duties of the role in advance of taking up employment.

BeLonG To Youth Services is an Equal Opportunities Employer.

We are committed to an inclusive and diverse organisation. We do not discriminate based on race, ethnicity, colour, class, ancestry, national origin, religion, sex, sexual orientation, gender identity or expression, age, disability, anti-body status, marital status, family status, religious belief, membership of the roma or travelling community or any other legally protected status.

We strongly encourage application from; people with an ethnic minority or Eastern European background, people with a disability, and people who identify as LGBTI+. We also consider flexible working for those with care commitments.

Data Protection and Privacy

The General Data Protection Regulation (GDPR) came into force on the 25th of May 2019, replacing the existing data protection framework under the EU Data Protection Directive. When you submit an application for a role with BeLonG To Youth Services we create a number of both paper and digital records in your name. Information submitted with a job application is used in processing your application. Where the services of a third party are used in processing your application, it may be required to provide them with information, however all necessary precautions will be taken to ensure the security of your data. To make a request to access your personal data please submit a request by email to privacy@belongto.org ensuring that you describe the records you seek in the greatest possible detail to enable us to identify the relevant record(s). Information in relation to a candidate's personal data held by BeLonG To Youth Services are set out in our [data protection policy](#).

Shortlisting

The number of applications received for a position generally exceeds that required to fill the position. While a candidate may meet the eligibility

requirements of the competition, if the numbers applying for the position are such that it would not be practical to interview everyone, BeLonG To Youth Services may decide that a smaller number will be called to the next stage of the selection process.

In this respect, BeLonG To Youth Services provides for the employment of a shortlisting process to select a group who, based on an examination of the application forms, appear to be the most suitable for the position. This is not to suggest that other candidates are necessarily unsuitable or incapable of undertaking the job, rather that there are some candidates, who based on their application, appear to be better qualified and/or have more relevant experience. An expert panel will examine the application forms against agreed shortlisting criteria based on the requirements of the position. The shortlisting criteria may include both the essential and desirable criteria specified for the position. It is therefore in your own interest to provide a detailed and accurate account of your qualifications/ experience in your application.

As part of the shortlisting process candidates may be selected to take part in a phone screening interview. An invitation to take part in a phone screening interview will be at the discretion of the Expert Panel and does not guarantee a face-to-face interview.

Other Important Information

BeLonG To Youth Services will not be responsible for refunding any expenses incurred by candidates.

Should the person recommended for appointment decline, or having accepted it, relinquish it, or if an additional vacancy arises we may at our discretion, select and recommend another person for appointment on the results of this selection process. A panel may be formed from which future vacancies may be filled.

Once a candidate has accepted an offer of appointment their name will be removed from the panel and no further offers of appointment will be made.

Submitting an Application

Please submit a completed application form in advance of the **deadline for applications is Monday the 3rd April at 9am.**

Applications should be submitted by email to jobs@belongto.org.

We will inform candidates who have been successfully short listed by close of business on Friday the 31st of March We regret that it is not possible to provide individualised feedback to applicants who have not been shortlisted for interview and we kindly request that you do not call or email seeking feedback. Feedback is available for candidates called to interview.

Interviews are provisionally scheduled to occur on the week commencing the 3rd of April at BeLonG To's offices Parliament House, 13 Parliament Street, Dublin 2 ([map](#)), if you are unable to attend for interview on this date please state so clearly on your application form.

Candidates should note that canvassing will disqualify.

Funding

Funding for this role has been made available through the Department of Children, Equality, Disability, Integration and Youth (DCEDIY)



**An Roinn Leanaí, Comhionannais,
Míchumais, Lánpháirtíochta agus Óige**
Department of Children, Equality,
Disability, Integration and Youth