



MACS is the leading specialist youth homeless charity in Northern Ireland. We provide 24/7 supported housing to young people leaving care and who are homeless, floating support to young people in the community, shared tenancies, prison resettlement and wellbeing support.

OUR VISION:

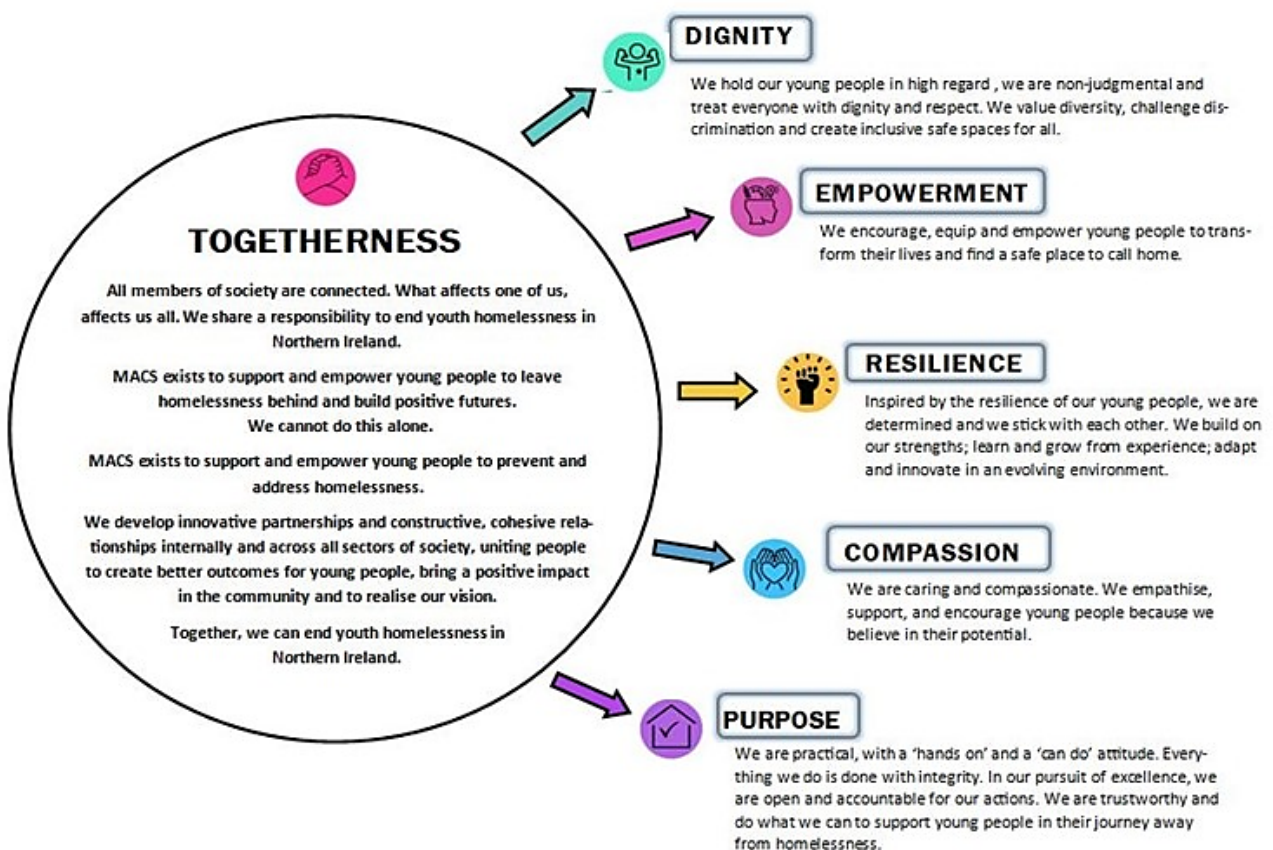
An end to youth homelessness in Northern Ireland

OUR MISSION:

Together we will empower young people on their journey to find a safe place to call home and build brighter futures.

OUR VALUES:

Everything we do as an organisation is underpinned by our core values. We live these values in the way we interact with colleagues, children and young people and all external stakeholders.



In MACS we encourage an interdependent way of living. We actively encourage personal and professional development so that our young people and staff can reach their fullest potential.

OUR CULTURE:

Interdependence – MACS recognise that as social creatures, we cannot exist totally independently from others.

Personal Growth and Development - We invest in our staff and young people, challenge their thinking and encourage training to increase skills and knowledge.

Learning from Mistakes - Our ethos and belief are that by examining what went wrong, we can improve and use the learning.

Self Determination and Autonomy - MACS employ experienced and skilled staff that we trust to work effectively and safely with our young people.

Judging Others - MACS recognizes that judgements are natural, however we ensure that ours are examined and explored in a way that results in a positive outcome for all.

Communication - We have a friendly, relaxed, engaging and warm attitude that fosters positive communication between young people and the organization as a whole.

Trust and Integrity - We earn trust from young people and other professionals by consistently delivering top quality services, underpinned by trust and integrity.

Involving Yourself - MACS welcomes input from all staff and young people and encourages participation in having your say and embracing new opportunities.

We expect all staff to commit to and embrace the vision, mission, values and culture of the organisation as defined above.

FLOATING SUPPORT AND OUTREACH SERVICES

JOB DETAILS

Job Title:	Area Manager
Conditions:	Fixed term until 31 August 2026
Responsible to:	Head of Floating Support & Outreach Services
Location:	303 Ormeau Road
Hours of Employment:	14 hours per week. Working Hours may include occasional evenings or weekends.
Salary:	£42,656 pro rata and pension 4% of salary.
Holidays:	14.4 days per annum, increasing by 0.4 days per year of service up to a max of 16.4 days per annum. Increase is effective from the 1st April each year, once a full year of service has been completed (all annual leave entitlements are pro rata for part time).

This holiday entitlement is inclusive of Bank/Public Holidays and given the nature of the business, it will sometimes be necessary for you to work on Bank/Public Holidays, so you have access to use this holiday entitlement at another time. MACS also offer a double pay rate for essential shift cover in its Supported Housing Services on specific bank / public holiday dates.

It will be a requirement of this post to be registered with the Northern Ireland Care Council (NISCC).

JOB DESCRIPTION

ROLE OVERVIEW

To provide service leadership and management for the BBC Children in Need “A Million and Me” programme as set out the contract and service specification, ensuring the delivery of a high quality and safe service. To contribute to the overall monitoring, evaluation, learning and development of the National Programme.

The grant from BBC Children in Need in partnership with The Health Foundation and Impact on Urban Health is funding a brand-new early support programme which will support children and their families across England, Wales, Northern Ireland and Scotland, with a strong focus on those children and families within marginalised communities. Our ambition is to support children and their families as early as possible to help prevent children developing and experiencing mental health difficulties as they become teenagers.

The programme will offer one-to-one time-limited psychosocial interventions to children and their families. We will utilise solution-focused approaches to provide children, parents/carers and their families with a toolbox of strategies to help support the child’s emotional health and wellbeing and manage their feelings. The direct work with children and families will be supported by digital interventions, through the use of our own wellbeing app “Me Time”.

This Job Description demonstrates the job role, duties and responsibilities:

User, Stakeholder and Community Engagement:

- Provide leadership and direction for the service to deliver the best they can for children who are struggling with their emotional wellbeing and effectively support the child’s parents/carers.
- To lead and manage the staff team, including completion of formal and informal supervisions.
- To ensure best practice and providing a quality service in supporting children and ensure the smooth running of the service.
- To maintain the profile and reputation of MACS as a forward thinking and strategically relevant organisation.
- To maintain and develop effective working relationships with partner agencies in Northern Ireland to support the programme aims of improving the wellbeing of children across the United Kingdom.
- To work with partners, both operational and strategic, across health and social care adopting a multi-disciplinary approach in response to children who are struggling with their emotional health and wellbeing.
- To ensure the service is effective, high-quality, responsive and contractually compliant in line with the expected outcomes.
- To plan, allocate and manage workload and resources, ensuring oversight of all case work and activities is maintained at all times.
- Empowering staff to adopt a solution-focused approach, intervening, innovating and offering support and guidance when necessary.

- To provide advice and guidance to the team and external partners around emotional health and wellbeing, including supporting the team and partners with navigating the local mental health service provision.
- Assess and respond to local needs and risk, maintaining a robust referral and triage process.
- To ensure impact, performance and quality data is measurable and used to influence the internal and external analysis of the service and identify areas for improvement.
- To place children and parents and carers at the heart of the service, to enable them to have a voice and influence the work. This may include supporting children and/or parents/carers to be part of consultation and participation activities.
- To help prepare and present reports to partners – operational, strategic and research-focused – highlighting key data, trends, gaps and other significant information.
- To ensure that systems are in place for the collection of quality data for contractual reporting which meets the deadlines of commissioners.
- To work with a commitment to diversity and inclusion in relationships and in the development and delivery of the service, including considering how marginalised groups can be enabled to access the service.
- To support the National Programme Manager around ensuring the programme is evidencing the impact of the delivery, including engaging with evaluation and learning activities and collating data.

Learning and Development

- To support and manage staff practice and performance, through supervision, appraisal and learning and development plans.
- Reflection, personal and professional development both individually and as part of the team.
- To prepare and engage in monthly supervision and lead team meetings to work on agreed targets.
- To prepare and update Learning and Development plan in relation to team and individual training needs.
- To promote team and individual learning and development, through the facilitation of regular team meetings, team days, reflective sessions when required.
- To role model a willingness to reflect, learning from mistakes, celebration of achievements and continuing professional development.
- To recruit, induct and supervise relevant staff, ensure the recruitment process meets the needs of the Service and Team currently in place.

Governance

- To adhere to NISCC standards of conduct and MACS Policies and Procedures including, Safeguarding and Lone Worker in order to safeguard and protect children, young people and staff.
- Working effectively within a team, ensuring information is communicated with Young People and external agencies.
- Ensure health and safety standards and fire regulations are maintained and any concerns or repairs are reported promptly. To ensure the security and safety of the house.
- To ensure all recordings and communication are in line with statutory and MACS requirements and GDPR guidelines and communicated in a timely and appropriate manner,

in line with GDPR guidelines.

- To be pro-active in Service Development, network with external agencies and promote of the profile of MACS.
- To ensure effective management of service budgets in partnership with MACS finance team. Facilitating regular consultation with the finance team so any expenditure is in line with budgets with regular review, financial accountability and value for money.
- Complete financial and operational monitoring reports.
- Updating and maintenance of MACS databases on a regular basis, including HR, payroll and finance for your team to ensure effective governance.
- Ensure staff adhere to the relevant processes required in regards to HR and Finance.
- Complete regular audits to ensure that appropriate professional records are maintained in conjunction with RQIA requirements.
- To ensure standards are maintained and evidenced in the day-to-day work of staff and any issues relating to practice are addressed.
- Ensure Health and Safety and Fire Standards are maintained as per Health and Safety and Fire Safety Policy and Procedures, to promote the safety of staff and young people and ensure the requirements from external agencies are met.
- Provide a timely response and follow up to issues raised through the complaints process in line with policy and procedure. Ensuring young people are aware of the complaints process, that any learning is implemented and any concerns are addressed from mistakes made, whilst also ensuring staff and young people are supported in the process.
- To ensure there is transparency in regards to any complaints made, these are communicated effectively, and any necessary improvements made.

Other Duties

- Be required to undertake any other duties to ensure the effective, safe delivery and development of services.
- Be flexible and willing to adapt to the changing needs of the children, young people and service, always putting children and young people first.
- To work a pattern that meet the needs of the children, young people and service.

PERSONAL REQUIREMENTS

- The ability to plan and prioritise workload
- Excellent communication skills
- High level of attention to detail and accuracy
- Good interpersonal and team working skills with a flexible and adaptable attitude to work
- Able to be a self-starter with the ability to use initiative
- To demonstrate effective leadership skills
- The ability to understand and work in accordance with MACS ethos and values base
- The ability to communicate effectively to a wide range of people, particularly young people and stakeholders
- The ability to accept direction and supervision
- The ability to maintain a comprehensive and up to date written record of work undertaken
- To have the commitment to undertake relevant training

- To work as a team member and assist in developing and shaping the Service to meet Young People's needs and strategic objectives
- Good time keeping skills
- To represent MACS in a professional manner
- To work on own initiative and make decisions (autonomous) in a responsible and accountable manner
- To be resilient and compassionate in a challenging environment.

PERSON SPECIFICATION

SKILLS AND KNOWLEDGE REQUIRED BY POST HOLDER		
CRITERIA 1	CRITERIA	ASSESSMENT STAGE
<ul style="list-style-type: none"> • Degree in Social Work or Youth and Community Work or equivalent WITH • 3 years' experience of working with at risk young people. • 2 years' experience of supervising staff, developing and managing a service. 	ESSENTIAL	SHORTLISTING
OR <ul style="list-style-type: none"> • 5 years' experience of working with at risk young people. • 2 years' experience of supervising staff, developing and managing a service. 		
CRITERIA 2		
<ul style="list-style-type: none"> • Experience of providing mental health support in the community. 	ESSENTIAL	SHORTLISTING
CRITERIA 3		
<ul style="list-style-type: none"> • Demonstrate the ability to proactively problem solve and respond to changing needs of young people and staff. 	ESSENTIAL	INTERVIEW
CRITERIA 4		
<ul style="list-style-type: none"> • Experience of liaising with statutory agencies in order to meet the needs of the young people. 	ESSENTIAL	INTERVIEW
CRITERIA 5		
<ul style="list-style-type: none"> • Able to demonstrate excellent written skills. 	ESSENTIAL	SHORTLISTING
CRITERIA 6		
<ul style="list-style-type: none"> • A full, current driving license with access to a car, insured for business use is required to meet the requirements of the post in full. 	ESSENTIAL	SHORTLISTING