



**CHARGING UP CHANGE!**

**SERVICE DELIVERY COORDINATOR  
(BROTHERHOOD)**

**JOB DESCRIPTION & SPECIFICATION**

DEADLINE: 1st March 2023 (1PM)



# SERVICE DELIVERY COORDINATOR (BROTHERHOOD)

## JOB SUMMARY

**Deadline:** 1st March 2023 (1pm)

### Application

**Form:** <https://talent.sage.hr/jobs/08fd951d-43ad-4c4a-bc7d-e3ab9e430317>

|                      |  |
|----------------------|--|
| ROLE                 | Service Delivery Coordinator (Brotherhood)   |
| REPORTING TO         | Service Manager, Head of Service, CEO  |
| RESPONSIBLE FOR      | Service Delivery Officers, Service Delivery Workers, Volunteers.   |
| SALARY               | £22,755 - £24,378 (Grade 3.4 - Grade 4.8) pro rata   |
| HOURS                | 32 hours per week  |
| DURATION OF CONTRACT | 31 months  |
| TIMESCALE            | Immediate start  |
| BASED                | PBC HQ – West Bromwich   |
| ROLES AVAILABLE      | 1  |
| SUMMARY              | <p>To coordinate targeted mentoring and life coaching intervention services for young black males aged 10-18 through both 1-1 and group sessions. The postholder will have a lived experience of black culture/heritage and will collaborate and coordinate with mentors/life coaches/volunteers to deliver sessions with a strong focus on emotional wellbeing and resilience to address past and current challenges they are experiencing when growing up as a young black male in Sandwell/Black Country and surrounding areas of Birmingham.</p> |

# WHO WE ARE

**POWERING CHILDREN, YOUNG PEOPLE  
& YOUNG ADULTS TO CHARGE UP  
CHANGE!**



# OUR STORY

## How we got here....

Powered by CAN works with children, young people and young adults across the Black Country and the wider Midlands region. Powered by CAN was created, built and developed in Sandwell, and we want to empower young people from the region to feel the same pride and purpose for their community as we do.

Children, Young People & Young Adults are at the heart of everything we do, and we make sure that we always put them first by ensuring we always do the following:

- Champion their rights to co-design, co-create and co-produce and make their voices heard.
- Encourage leadership pathways for their views and voice to be present their local community.
- Kick starting personal and professional development through a wider offer of experiences

We believe in providing opportunities for children, young people & young adults and we want to support them to thrive and contribute at every stage of their lives, for a fairer future.

## HARNESSING YOUR... POWER, POTENTIAL, PROGRESS



# OUR VISION

## How we can work together to make a difference...

We want to power up children, young people & young adults to live with pride, purpose and prepared to make positive life choices.

# OUR MISSION

## How we can make the change...

Powering children, young people & young adults to lead the change they want to see through the delivery of services, opportunities & experiences to contribute at every stage of their lives, for a fairer future.

# OUR VALUES

## These are at the centre of everything we do...

**CARE**

**CHALLENGE**

**COMMITMENT**

**COLLABORATION**

**CREATIVE**

**COMMUNITY**

# OUR SERVICES



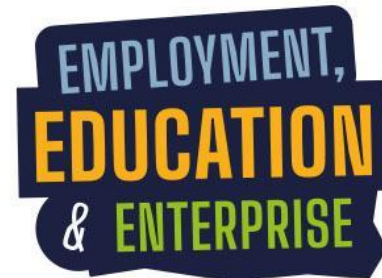
Celebrating culture & civic responsibility through confidence, creativity & connecting with others...



Promoting positive lifestyles and empowering people through participation...



Taking the time to talk, tackle & transform into our true selves...



Always aiming high, aspiring to achieve & Accelerating your ambitions ...



# OUR OBJECTIVES

1

## **Pride of Place!**

To develop collective understanding and knowledge on the identity of place to strength the services that are relevant to meet the needs of children, young people & young adults.

2

## **Positive Programmes & Principles!**

To deliver ambitious and high quality opportunities and experiences for children, young people & young adults to strengthen best practice for the sector to meet soft, hard and transferable skills.

3

## **Powering Participants & People!**

To build on the strengthens and needs of children, young people & young adults to thrive and be resilient into adulthood.

4

## **Pushing Performance & Policy!**

To influence policy and investment to prioritise services for children, young people & young adults.

5

## **Playing our Part!**

To ensure our workforce, volunteers, board, volunteers are dynamic, diverse and driven to be reputable, responsive and represent a rights based approach for people and place.





“

**We are powered both by where we have come from  
and the positive energy moving forward with a ‘CAN’  
do attitude.**

**We hope everyone we work with will be able to  
power up change!**

”

CEO - Jerrel Jackson FRSA MloD MA BA







# SERVICE DELIVERY COORDINATOR (BROTHERHOOD)

## DUTIES & RESPONSIBILITIES

- To lead the recruitment/engagement of both users and nonusers to ensure our provision continues to develop and meet the changing needs of children and young people. Responsibility for maximising the take up of places on services; targets to be set and agreed with Line Manager.
- To support and line supervise staff to provide high quality service delivery with children and young people through multiple approaches.
- To organise a clear service offer (safe, creative, supported learning experiences) that will be delivered to service beneficiaries.
- To consult with service users to involve them in the planning of activities; to utilise co-creation methodologies where appropriate in-service delivery.
- To lead on service satisfaction with children and young people through feedback and consultation sessions (1-2-1 or Group) .
- To coordinate the project steering group and ensure representation of this project is on PBC's Children and Young People's Management Board or feedback from the steering group is appropriately reported for accountability purposes.
- To manage and plan, when required, targeted inclusion programmes on behalf of a variety of agencies.
- Distribute publicity and/or undertake relevant marketing activity to support engagement and recruitment to programme and advocacy of PBC's services. This could include presenting at promotional events and local conferences.

# DUTIES & RESPONSIBILITIES

- To critically monitor, review and evaluate delivery and use the information, to ensure quality standards are being met and ensuring improvements are actioned when required. Support Line Manager and Senior Management with evaluation processes.
- To proactively work with related services, such as schools and social care to remove barriers faced by vulnerable children and young people by providing support that meets their individual needs.
- To monitor allocated budgets in line with the organisation's procedures.
- To coordinate in the leading of developing income generation and investment to support service delivery and sustainability.
- To ensure we offer a high quality, inclusive environment which meets the needs of all service users, regardless of culture, religion, and physical or emotional development.
- To maintain comprehensive records of contacts held with vulnerable children and young people in line with agreed case recording guidelines.
- To comply with our safeguarding policy. This may include attending case conferences, planning meetings, reviews etc, on children and young people as required.
- To work flexibly, including early mornings, evenings and weekends, to suit the needs of families, children/young people and the service. To be prepared to work outside normal working hours in circumstances in which children are not subject to any formal meeting process and organise agency meetings where required.
- To take the lead on issues that may arise during delivery, taking the necessary actions in accordance with Senior Management procedures of reporting.
- Be responsible for the day-to-day supervision of relevant staff and volunteers i.e. return to work interviews, supervisions and team meetings.
- To be an active member of the team by contributing to its strategic vision and future developments.
- Monitoring and reviewing performance making recommendations to Line Manager and Senior Management to strengthen service improvements.



# DUTIES & RESPONSIBILITIES

- To keep up-to-date with support services available within the Black Country and Birmingham (wider West Midlands)
- To keep up-to-date working knowledge of Human centred design, Co-creation, Civic Leadership, Behaviour Change, Social Change.
- To liaise with national and local governing bodies/organisations as necessary.
- To produce relevant reports, action plans including recommended courses of actions.
- Contributing skills and knowledge as part of a staff team and organising and attending staff meetings where required.
- To generate income from providing specialist projects where required to support the sustainability of our services.
- To comply with our Health and Safety Policy and associated safe working procedures and guidelines to ensure compliance.
- Manage, support and motivate your team to drive performance;
- Ensure the safety, security and well-being of service users and staff/volunteers at programmes.
- To comply with our Diversity, Equality and Inclusion Policy is implemented within our service and amongst staff within the remit of the post.
- To comply with our Information Management Framework (including the Data Protection Policy, Code of Practice and Social Media Policy) and ensure that it is implemented within the service.
- To be an appointed Safeguarding Lead for the organisation.
- To promote the aims and objectives of CAN and the service(s) the role represents.
- To understand and adhere to all the organisations policies, procedures and standards at all times.
- To ensure confidentiality within the organisation at all times.
- To carry out any other duties commensurate with the post, or determined from time to time by management or the Board as required.



# DUTIES & RESPONSIBILITIES

- To coordinate the impact measurement of service delivery on children and young people via Mental
- Toughness Questionnaire methodology/Youth Outcome Star, Warwick and Edinburgh Mental Wellbeing Scale , PBC session packs and other internal organisational reporting processes.
- To report impact measurement and evaluation findings to project funders via their evaluation processes.
- To encourage, recognise, record, monitor and implement the outcomes of children and young people's views on the services.
- To report and present to partners as and when required.
- Manage one's own work and that of their team in accordance with plans and targets with Line Manager.
- Ensuring that positive outcomes for children and young people are prioritised.
- Dealing with enquiries and sending out appropriate information as administrative duties require.
- Complete required health and safety, accident and incident records.



# SERVICE DELIVERY COORDINATOR (BROTHERHOOD)

## PERSON SPECIFICATION

### Essential

- Excellent communication skills, with children, colleagues, advisors and parents/carers.
- Knowledge of project management.
- Knowledge of youth-led, participatory projects.
- Knowledge of mental health and wellbeing community projects.
- Knowledge of quality standards and systems management regarding youth/community work.
- Knowledge of theory of change models and co-creation methodologies.
- The ability to design, deliver and monitor outcomes for children and young people.
- To be able to produce individual reports on young people.
- Ability to offer specialist guidance to partners.
- Ability to record and present information to partners.
- The ability to produce individual interventions to meet needs of children and young people.
- Experience of managing staff.
- Experience of designing, delivering and measuring targeted youth work interventions.
- Experience of working in challenging environments with young people.
- Experience of researching new and developing themes within youth work.
- Experience of managing safeguarding issues.

# SERVICE DELIVERY COORDINATOR (BROTHERHOOD)

## PERSON SPECIFICATION

### Essential

- Must have at least two years of project management in a youth/community/participatory arts/outreach environment.
- Be a self-starter, able to use their own initiative and work flexibly in response to the capacity of the company and demands of the project(s).
- Be self-confident and motivate others, not be afraid to ask questions and can hold a keen eye for opportunity.
- Must be timely, specific and clear with expectations, and hold oneself and others accountable.
- Ability to work weekends and evenings as the Service needs (arranged with staff in advance)
- Ability to communicate with a wide range of organisations and individuals from diverse backgrounds and communities.
- Relevant degree or equivalent experience
- Have a commitment to continuing professional development and improving their professional practice.
- Have excellent written and oral communication and presentational skills.
- Be a user and receiver of varied means and methods of communication.

# SERVICE DELIVERY COORDINATOR (BROTHERHOOD)

## PERSON SPECIFICATION

### Desirable

- Be in possession of a related Certificate, Diploma or Degree
- Knowledge of Early Intervention strategies and how to implement them.
- Knowledge of adverse child exploitation.
- Knowledge of Mentoring/Life Coaching.
- To be able to produce service reports.
- To plan and chair meetings with either one own staff team or with partners.
- To be able to provide day to day cover of the Service in the absence of the Senior Management.
- To manage allocated budgets.
- Experience of managing teams that can work with young people in a detached setting, group or individual setting.
- Experience of monitoring projects and reporting on outputs/outcomes and expenditure for external funders.
- Experience of developing interventions around the voice of the child.
- Have a proven commitment towards community development which will reflect the variety and diversity of the community in the Black Country and Birmingham.
- Have the ability to give and receive constructive feedback in an open and respectful manner.





# FURTHER INFORMATION

Deadline: 1st March 2023 (1pm)

Application Form:

<https://talent.sage.hr/jobs/08fd951d-43ad-4c4a-bc7d-e3ab9e430317>

Application Process:

Stage 1 – Informal 30/60 minute conversation

Stage 2 – Formal Interview (including Presentation or Practical)

Contact Information:

[jobs@poweredbycan.org](mailto:jobs@poweredbycan.org) or 0121 530 8451

DBS and Reference

This role is subject to a clear enhanced DBS and satisfactory  
Employment/Character references.

Please note we are currently using a new application system,  
so if you face any technical difficulties please email  
[jobs@poweredbycan.org](mailto:jobs@poweredbycan.org)

