###### groundwork logo green on whiteGroundwork London Job Description

Job Title: Inclusion Manager (NCS)

**Responsible to:** Delivery Manager (NCS)

Responsible for: Seasonal Inclusion staff and Volunteers

Location: London (Bermondsey Office)

Job Background:

The Groundwork London Trust is the local delivery partner across London for The NCS Trust (National Citizen Service) and delivers a voluntary programme which takes place during school holidays for young people aged 15-17. The NCW programme helps participants to become engaged with their communities, as well as empowering them to become active, responsible citizens.

The programme aspires to be fully inclusive and a central aim is to ensure also that it is accessible to young people who have additional support needs so that all young people can have a safe, positive and meaningful experience of NCS. The programme works closely with schools, youth services and local authorities to engage young people from ‘Looked After’, Pupil Referral Unit, Youth Justice System, CAMHS and SENDCO backgrounds.

The NCS Inclusion Manager is central to ensuring that the programme is accessible to as many young people as possible and that they are supported from point of sign up to completion of the programme.

Main Objectives:

The main objectives of the Inclusion Manager (NCS) are;

* Lead on the overall inclusion strategy, develop policies and processes to support decision making.
* Develop and deliver training to ensure delivery teams are equipped and capable.
* Provide case management and specialist advice.
* Work closely with the young person recruitment, staffing and programme delivery teams to ensure the inclusion offer is embedded across departments and all programme teams are aligned in their approach.
* Work with NCS accommodation providers to negotiate reasonable adjustments for NCS participants and staff.

Key Tasks and Responsibilities:

**Strategic lead for the NCS inclusion offer**

* Outline, shape and lead the Groundwork NCS inclusion offer
* Plan and deliver a year-round programme of work to drive the inclusion agenda and ensure maximum take up of young people to NCS with various support needs.

**Policy development and decision making:**

* Develop policies and processes to ensure teams understand and are supported to deliver the inclusion offer.
* Ensure that existing inclusion policies, guidance and resources are regularly reviewed and updated in line with sector best practice and NCS Trust guidance.

**Training design and delivery**

* Work with the staffing and delivery teams to develop training programmes for core and seasonal NCS teams which cover a range of topics related to inclusion and support of young people.

**Supporting other departments and case management**

* Support internal teams to develop and implement their inclusion strategies and provide advice on how to best engage and recruit young people (particularly from PRU, SEN backgrounds).
* Regularly meeting with members of other departments and local NCS delivery teams to assess support needs of young people
* Support decision making and provide guidance on logistical adjustments and staff support.
* Manage a caseload of young people with complex needs, including carrying out and overseeing risk assessments to ensure that we can support these young people on the NCS programme.

**Project management**

* Work on specific projects relating to the support we provide to young people with additional needs. This includes working closely with a variety of internal and external stakeholders.

**Reactive advice and guidance**

* During the delivery periods of the NCS programme, provide expert subject matter knowledge and advice to the delivery teams on subjects relating to inclusion, particularly focussed on learning, behaviour and mental health support.

Other Responsibilities

* Undertake any other related responsibilities commensurate with the evolving objectives of the post and the evolution of the Trust, as may reasonably be requested by the Director.
* Work with due regard for Groundwork London and the NCS Trust core values and objectives.
* Ensure the effective implementation of and adherence to, the The Groundwork London Trust’s Equality and Diversity, Equal Opportunities and Health and Safety policies and procedures.
* All staff, the Board and volunteers will actively support Groundwork London’s Environmental Management System.(ISO14001) in their daily operations and duties.

Personal and Professional Development

* Participate in the Groundwork London Performance Management and Appraisal process, and agree short, medium and long term performance goals with line manager, and with direct line staff.
* Identify learning and development needs with line manager and evaluate T&D to demonstrate needs have been met.
* Share best practice and achievements, and actively seek opportunities to present outcomes and case studies.
* Contribute to the learning of others across the organisation by sharing knowledge and skills both informally and formally by participating in the trust’s training and development programme.

November 2019

**HR ID:**

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| **Person Specification: When completing application please demonstrate/evidence the extent to which you have the necessary education, experience, knowledge, and the competencies and skills identified as being Essential or Desirable by the Person Specification Criteria.** | | | | | | | | | |
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| **Position Name: Inclusion Manager (NCS)** | | | | | | | | | |
| **Job****Factors** | **Criteria No** | **Person Specification Criteria** | **Ranking** | **Criteria to be tested by the following documents and/or activities** | | | | | |
| **E = Essential**  **D = Desirable** | **Application Form** | **Interview** | **Presentation** | **Practical Exercise Test** | **Work Simula0tion Test** | **Certificates or Qualifications** |
| Experience, Qualifications & Training | **1** | Training and qualifications related to working with children and young people with a range of different support needs | D | **✓** |  |  |  |  | **✓** |
| **2** | Experience and qualifications relating to Mental Health support, SEN inclusion strategies, EAL/ESOL, Personal Care, Medicine Management and the Moving and Handling of People. | D | **✓** |  |  |  |  | **✓** |
| 3 | A sound understanding of and passion for inclusive practice | E | ✓ | ✓ |  |  |  |  |
| 4 | Direct experience of working with young people from a wide range of backgrounds, particularly young people with Special Educational Needs and Disabilities (SEND), Profound and Multiple Learning Disabilities (PMLD) or Behavioural, Emotional and Social Difficulties (BESD) and an understanding of the issues that directly affect them | E | ✓ | ✓ |  |  |  |  |
| 5 | Experience of creating and delivering high quality training to a wide range of audiences | D | ✓ | ✓ |  |  |  |  |
| Competencies & Skills | 6 | Ability to think strategically and operationally; able to outline and shape an approach to inclusion within the Groundwork London NCS team and the ability to plan a year-round outreach programme of work to drive this forward | E | ✓ | ✓ |  |  |  |  |
| 7 | Ability to work with a range of internal stakeholders of varying levels of seniority and to define, manage and agree areas of responsibility and to work collaboratively across functions within a matrix structure | E | ✓ | ✓ |  |  |  |  |
| 8 | Ability to work independently; manage a demanding workload and organise time efficiently whilst working on multiple projects | E | ✓ | ✓ |  |  |  |  |
| 9 | Ability to deliver continuous improvement by seeking and sharing feedback appropriately and respectfully | E | ✓ | ✓ | ✓ |  |  |  |

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| Competencies & Skills (continued) | 10 | Excellent written and verbal communicator, and the ability to explain concepts simply and effectively | E | ✓ | ✓ | ✓ |  | ✓ |  |
| 11 | Understanding of risk assessment and case management of vulnerable young people, particularly those involved in the youth justice system and those with complex needs | D | ✓ | ✓ | ✓ |  | ✓ |  |
| 12 | Sound understanding of safeguarding practice in relation to young people | D | ✓ | ✓ |  | ✓ |  |  |
| 13 | Experience of building relationships with external partners and working with volunteer staff | D |  | ✓ |  |  |  |  |
| 14 | Experience of writing reports, drafting business cases and writing grant applications for a range of internal and external audiences | D |  |  |  |  |  |  |
| 15 | Experience of influencing decision makers and stakeholders |  |  |  |  |  |  |  |
| 16 | Commitment to Equality & Diversity and Equal Opportunity | E |  | ✓ |  |  |  |  |

### NB: Appointment to this role is subject to an enhanced Criminal Records check through the Disclosure and Barring Service (DBS).