



A MENTAL HEALTH SOCIAL MOVEMENT

8-10 WEST STREET, OLD MARKET, BRISTOL, BS2 0BH · 0808 808 9120  
REGISTERED CHARITY #1085351 · OTRBRISTOL.ORG.UK

---

## **Job Pack**

### **Director of Services (Young People's Projects)**

Thank you for your interest in this role, please find below some information to help you decide if you would like to apply. In the interests of equality CVs will not be accepted, so please apply via the website. Applicants will be assessed on their ability to meet the criteria listed in the Person Specification.

The closing date for this role is the **9th June 2024** and interviews will be held on the week commencing **17th June 2024**. Candidates shortlisted for interview will be informed by email - we are not able to offer individual feedback to unsuccessful candidates.

To have an informal discussion about the role, contact **[recruitment@otrbristol.org.uk](mailto:recruitment@otrbristol.org.uk)**

## Role Summary

<b>Job Title</b>	Director of Services (Young People's Projects)
<b>Salary</b>	OTR Band D   £39,367 - £51,815 (depending on experience)
<b>Hours</b>	37.5 hours per week   1.0 FTE
<b>Contract</b>	Permanent
<b>Leave</b>	Flexible - our basic entitlement is 38 days (pro rata). However, OTR operates a flexible leave policy and you are entitled to request as much leave as you would like and need.
<b>Pension</b>	With The People's Pension - up to 3% employer contribution on qualifying earnings
<b>Location</b>	Office base at OTR, 8-10 West Street, St Philips, Bristol, BS2 0BH (travel across our geographical footprint will also be required - Bristol, South Glos, and North Somerset)
<b>Accountable to</b>	CEO
<b>Job Purpose</b>	<ul style="list-style-type: none"> <li>● To provide leadership across OTR's young people's projects, ensuring the integrity of performance against the OTR delivery philosophy, strategic priorities, and key contract criteria.</li> <li>● To manage OTR's contractual relationships and performance with BNSSG CCGs, Local Authorities and other relevant grant funders.</li> <li>● To work with the Chief Executive and wider senior leadership team to influence the wider system for CYP emotional and wellbeing support in line with OTR's strategic aims.</li> <li>● To liaise and build strategic alliances with other VCSE and public sector providers across health, social care, education, and allied youth services.</li> <li>● To develop the managerial and leadership qualities of Heads of Service and Team Managers.</li> <li>● To ensure robust systems are in place with regards to safeguarding, data monitoring and clinical governance.</li> <li>● To review these systems, record learning and feed this into organisational practice</li> <li>● To monitor progress of OTR's strategic priorities with regard to OTR's EDI agenda</li> <li>● To provide operational reporting and information to the CEO, external stakeholders and Board of Trustees as appropriate.</li> </ul>
<b>Key Relationships</b>	<ul style="list-style-type: none"> <li>● CEO</li> <li>● Board of Trustees</li> <li>● Director Health and Education</li> <li>● Head of Finance +Facilities</li> <li>● Head of People and Culture</li> <li>● OTR Team Managers, Head of Talking Therapies, Zazi, Freedom, North Somerset,</li> <li>● OTR Services Assessment Manager, Community Engagement Leader, Volunteer Lead, Triage and Assessment staff</li> <li>● OTR supervisors, staff and volunteers</li> </ul>

- 
- VCSE and public service stakeholders and partners
  - Funders and supporters

## Role Description

<p><b>Leadership &amp; Management</b></p>	<ul style="list-style-type: none"> <li>● To provide leadership and oversight of all OTR service delivery for young people across Bristol, South Gloucestershire and North Somerset.</li> <li>● To provide direct line management to OTR's Head of Talking Therapies and Service and Managers who manage Team Leads to deliver services to young people.</li> <li>● To manage OTR core contract relationships and performance with BNSSG CCGs, Local Authorities and other relevant grant funders.</li> <li>● To deputise for the Chief Executive when necessary.</li> <li>● To be responsible for and ensure all OTR governance (policies, procedures and protocols) are adhered to in the planning and delivery of OTR services.</li> <li>● To be responsible and ensure that robust data monitoring, impact and evaluation measures are in place, ensuring contractual requirements are met and the impact of our work is clear.</li> </ul>
<p><b>Supervision &amp; Safeguarding</b></p>	<ul style="list-style-type: none"> <li>● To provide high quality supervision for staff and volunteers in both group and 1:1 contexts where appropriate to this role.</li> <li>● To be the safeguarding lead for OTR young people accessing OTR services, ensuring at-risk children and young people are flagged and supported as consistent with local protocols and internal policies and procedures.</li> <li>● To ensure robust and clinical governance policies are in place, clear and adhered to across existing and new provisions.</li> <li>● To attend monthly supervision with the Chief Executive as agreed.</li> <li>● To attend weekly check-ins with the Senior Leadership Team and monthly SLT meetings chaired by the CEO.</li> </ul>
<p><b>Strategic</b></p>	<ul style="list-style-type: none"> <li>● Responsible for proactively integrating OTR's operational offer within the wider system of children, young people and adult services across Bristol, South Gloucestershire and North Somerset.</li> <li>● To build constructive alliances with other VCSE, public, and private sector providers locally and nationally that advance OTR's mission and impact.</li> <li>● To represent OTR at conferences and high level strategic meetings and forums locally, regionally and nationally.</li> <li>● To work with the CEO and the Senior Leadership Team to support the development and integration of OTR's strategy.</li> </ul>
<p><b>General</b></p>	<ul style="list-style-type: none"> <li>● To support the ongoing development of OTR governance and business planning with the Chief Executive.</li> <li>● To support the Chief Executive and Senior Leadership Team in any commissioning cycles, and fundraising efforts as appropriate.</li> <li>● To deliver on strategic aims of OTR including accountability for delivery of EDI agenda</li> <li>● To engage in training and development appropriate to the role.</li> <li>● To commit to the core values of OTR, including young people's empowerment and participation.</li> <li>● To work within the spirit and framework of all OTR policies, governance, and delivery philosophy and to keep up to date with relevant training and professional development, especially in relation</li> </ul>

---

to Equality, Participation, Confidentiality, Vulnerable Adults and Child Protection and Safeguarding.

- To ensure all paper and electronic personal records are managed and stored safely at all times.
- To respect and maintain the confidentiality of all staff, volunteers and young people at OTR internally and with external agencies.

## Person Specification

	<b>Essential</b>	<b>Desirable</b>
<b>Education &amp; Qualifications</b>	<ul style="list-style-type: none"> <li>• Demonstrable and relevant education and learning in line with the requirements outlined within the role.</li> <li>• Evidence of ongoing professional development.</li> </ul>	<ul style="list-style-type: none"> <li>• A recognised degree or qualification in a health or social care profession (therapy, youth work, social work etc).</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Proven experience working with young people/people with complex needs.</li> <li>• Prior experience of working at senior management level in a similar setting. (L5 ILM or equivalent)</li> <li>• Experience performance-managing contracts and outcome driven delivery.</li> <li>• Experience supervising practitioners working with young people.</li> <li>• Experience managing people and developing teams.</li> <li>• Experience of managing safeguarding, confidentiality and risk.</li> <li>• Experience building relationships with stakeholders across sectors.</li> <li>• Experience of commissioning cycles and tender processes.</li> <li>• Experience of developing, implementing and delivering robust data monitoring and evaluation processes.</li> <li>• Experience of evolving and embedding robust policies and procedures to a high standard.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience working in the voluntary sector.</li> <li>• Experience of working with statutory services.</li> </ul>

<b>Knowledge</b>	<ul style="list-style-type: none"> <li>● In depth knowledge of local, regional and national systems and care pathways across health, education and wider youth services.</li> <li>● Excellent knowledge of young people’s mental health and wellbeing and the surrounding policy context.</li> <li>● Up to date, working knowledge of safeguarding best practice.</li> <li>● An excellent understanding of anti-oppressive practice and equalities issues.</li> <li>● Knowledge of NHS and Local Authority commissioning/procurement processes.</li> </ul>	
<b>Skills &amp; Abilities</b>	<ul style="list-style-type: none"> <li>● Excellent leadership skills.</li> <li>● Excellent and demonstrable management skills with the ability to deliver contracted outcomes on time and on budget.</li> <li>● Excellent communication skills and the ability to build networks and alliances with stakeholders across sectors to a senior level.</li> <li>● Excellent organisational skills and the ability to prioritise and manage a demanding workload.</li> <li>● Ability to engage critically with the work and the field of mental health.</li> <li>● Excellent IT skills.</li> </ul>	
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>● Approachable, personable, empathic and responsive.</li> <li>● Collaborative and diplomatic.</li> <li>● Supportive and encouraging.</li> <li>● A demonstrable commitment to personal growth and development.</li> <li>● Resilient; able to model good self care.</li> <li>● Values-led, with a personal commitment to equality,</li> </ul>	

	<p>diversity, social justice and change.</p> <ul style="list-style-type: none"> <li>• A strong personal interest in and commitment to the mental health and wellbeing of children and young people.</li> </ul>	
<b>Other</b>	<ul style="list-style-type: none"> <li>• Access to own transport and ability to travel to multiple sites across Bristol, South Glos, and North Somerset, sometimes on the same day.</li> <li>• Willingness to work flexibly, including some evenings and weekends.</li> </ul>	<ul style="list-style-type: none"> <li>• A full, clean driving licence.</li> </ul>



## About us

OTR is a mental health social movement by and for young people. The charity is at an exciting stage of its 59-year history and is proud to be reaching more young people than ever before (over 20,000) across Bristol, South Gloucestershire, and North Somerset with creative and diverse mental health and wellbeing info and support.

Our approach to mental health is grounded in a set of beliefs and assumptions that underpins all of our work. We believe in celebrating diversity, empowering and mobilising young people to make change, and that catering to the unique strengths, interests and circumstances surrounding young people is key. Our approach centres on collaboration and partnership, building relationships between individuals, peers and communities.

Each day is as engaging and fulfilling as the last, and with a network of supportive, community minded people, we hope you'll feel welcome here. As a thank you, we like to compensate our employees for the important work they do with a range of benefits including a flexible leave policy (38 days), healthcare cost assistance with HealthShield, flexible and hybrid working arrangements, enhanced sick pay, parental leave, continual training and development, free yoga and reiki, and more (subject to contractual terms and conditions).

At OTR, whatever your role or professional background, you will be expected to work in a way that is anti-oppressive and inclusive. A key focus for OTR is to develop an organisation that is inclusive for all but we do not claim to be experts in this. We are committed to continuous learning and improvement in these areas and invite you to join us on this journey.

OTR recognises the benefits to individual practice and organisational credibility of having a diverse community of staff and volunteers and to this end is continually working towards building and maintaining an environment which values and pursues diversity accordingly.

We recognise that tackling systemic inequality, prejudice, racism and oppressive practice requires each of us to actively engage, self-examine and make changes where necessary, in order to improve access and equitable experience for all in society and all of those who come through our doors at OTR.

What We Believe	What We Value	How We Behave
<ul style="list-style-type: none"> <li>● We believe that our offer should be inclusive of all cultures and identities</li> <li>● We believe that young people have unique strengths, interests and circumstances</li> <li>● We believe that the world around us impacts our wellbeing</li> <li>● We believe in placing young people at the heart of our work</li> <li>● We believe in innovating and evolving to improve our offer for young people</li> <li>● We believe that relationships are what make the difference</li> <li>● We believe in the power of partnerships</li> </ul>	<ul style="list-style-type: none"> <li>● Collaboration</li> <li>● Diversity</li> <li>● Learning</li> <li>● Sharing</li> <li>● Participation</li> <li>● Self-efficacy</li> <li>● Self-care</li> <li>● Transparency</li> <li>● Agency</li> <li>● Creativity</li> <li>● Social Action</li> <li>● Pragmatism</li> </ul>	<ul style="list-style-type: none"> <li>● We're accommodating</li> <li>● We're integrated</li> <li>● We're thoughtful</li> <li>● We're supportive</li> <li>● We're open</li> <li>● We're resourceful</li> <li>● We're resilient</li> <li>● We're communicative</li> <li>● We're independent</li> <li>● We're imaginative</li> <li>● We're motivated</li> <li>● We're adaptable</li> </ul>