



POST: SERVICE MANAGER- Hubs and Specialist Services

LOCATION: North London (with regular travel to Lewisham)

SALARY: up to £40,000 depending on experience

HOURS: Full time: 37.5hours

Reports to: Director of Service, London

Key Relations: Service Managers, team, Lewisham hub team, South London Project Manager, Commissioners, other external organisations, People and Finance team.

About Resources for Autism (RfA)

We have been around since 1997, when we started as a small playgroup set up by parents dismayed at the lack of provision for their autistic children. Since then, RfA has grown into a major deliverer of services and support in London and the West Midlands with a turnover of around £2.6m per year. Our mission is to support autistic people to live happy and fulfilling lives. We want to change society's attitude to autism whilst also providing essential services and enriching opportunities to autistic people. We are a value-driven organisation which employs value-driven people who want to make a difference. You will play a vital part in ensuring that we can resource and sustain this amazing work.

A new CEO will join the organisation in April 2024 so you will be part of the next chapter in RfA's story– can you help us to carve out that journey?

Our Services

All of our services across children and adults and parent/carers, mirror the wider organisational mission of providing safe, fun and meaningful support that enables personal development. We introduce children and adults to new, creative and stimulating experiences and all we do should encourage social interaction, communication and personal development and build self-confidence. We provide this support by ensuring our staff are skilfully trained, meet the highest safeguarding expectations and are encouraged to develop and upskill throughout their career with Resources for Autism. We offer wrap around support to the whole family and we drive system change by training professionals on how to work confidently with autistic people.

The role

We have recently been successful in securing a new contract in Lewisham and one in Barnet to deliver Autism Hubs in the respective Boroughs. The hubs are meant to be neuroaffirmative spaces, one stop shops, where the autism community of parents, young people and adults can feel safety and belonging and can receive a number of different services and information based on their level of need. The role of London Service Manager is a key role within the London region, responsible for

coordinating all provision within the hubs, providing supervision and support to the local teams, build relationships with existing and new Local Authority and voluntary sector partners and ensure the work of our hubs and any other services the role develops are needs driven, safe and offer excellent quality. We are looking for a values driven candidate with previous senior management experience, deep understanding of autism and ability to work with multiple stakeholders. We are looking for someone who will ensure existing services flourish but also new partnerships and development opportunities for growth are identified.

Service Manager Main Responsibilities:

1. To provide leadership and operational oversight across Hubs (and Specialist Services in future) ensuring RfA offers a safe, user centred, quality service to children, young people and adults on the autistic spectrum and those who love and care for them.
2. To provide line management support and supervision to Hub Manager and Coordinators and build a strong and cohesive team where staff are appropriately supervised, supported and held accountable.
3. Develop and implement strategic plans to enhance and expand the range and quality of services offered by the Hubs, aligning with the needs of autistic individuals and their families.
4. Working alongside the Director of Service, to ensure that quality standards for safeguarding, training, support/development of staff are implemented across all service functions ensuring all staff comply with RfA policies and procedures.
5. Develop relationships with Commissioners and voluntary sector partners ensuring the offer is rooted in the local community and all targets are met.
6. Work closely with colleagues from other service areas, i.e Head of Behaviour and Training, Family Support Manager and Co-production lead to develop and deliver a relevant offer which is needs based.
7. To work closely with Director of Services and Head of Fundraising to ensure that new development opportunities for RfA are identified and funding is secured for those.
8. Data Management and Evaluation: Oversee the collection and analysis of data on service delivery, service user outcomes, and satisfaction levels, using this information to drive continuous improvement and demonstrate the impact of the Autism Hub's programs.
9. Alongside the rest of the organisation, to contribute actively towards shaping the future strategic direction of RFA, taking part/ leading in different work streams as necessary and acting as a role model of the organisation's values of acceptance, respect, creativity and tolerance.

10. To contribute actively towards an honest and trusting work environment within RFA and within the Hubs managing potential conflict skilfully and ensuring cohesion, unity and consistency of message to front line staff.

11. Advocacy: Advocate for the rights and needs of autistic individuals and their families at the local and regional levels, working to eliminate barriers to access and promote inclusion, intersectionality and acceptance in the hubs and beyond.

Person Specification

Skill	Essential	Desirable
Previous experience of working with autistic individuals and families	x	
Understanding of the needs of autistic people across the lifespan and level of need	x	
Minimum 5 years experience of Managing teams of staff and volunteers	x	
Previous experience of working with Commissioners		x
Experience of facilitating groups for autistic people	x	
Experience of facilitating coproduction initiatives		x
Values driven and with a passion to make a difference to the lives of those whose voices are often marginalised	x	
Experience of how use of technology can be used to support more people is a bonus but not essential		x
Excellent communication skills (written and verbal) adaptable to different populations including: colleagues, external professionals, service users, families, volunteers, donors	x	

Confident presenter and ability to influence multiple stakeholder groups	x	
Experience of delivering Autism and or neurodiversity training		x
Excellent understanding of autism and behaviour support	x	
Strong organisational and prioritisation skills	x	
Good understanding of Safeguarding and experience of conducting risk assessments	x	
IT skills	x	
Ability to work some evenings/weekend a week	x	
Self-starter and able to work independently, using own initiative	x	
Non-judgemental, compassionate	x	

Confidentiality

You will have access to confidential information concerning families and other users and will maintain confidentiality at all times.

Benefits of the role

90% of our staff say that Resources for Autism is “a great place to work”.

Not only will the work you do ensure making vital differences and inspiring others, but our other benefits also include:

- flexible working patterns with the option to work in a hybrid way
- 25 days of leave (pro rata for part time roles) each year plus 8 bank holidays and the additional office closure between Christmas and New Year

- access to ongoing training and progress in the areas that interest you
- access to our wellbeing initiatives and an Employee Assistance Programme
- enrolment on to our pension scheme
- a supportive, warm and fun working environment made up of values driven people who are passionate about changing the world for autistic people

Application process:

To apply, please send a one-page covering letter and your CV to our Head of People, Maria Baldwin: maria@resourcesforautism.org.uk

To discuss the role informally prior to application, please contact our Director of Services, Iris Korczyn, iris@resourcesforautism.org.uk

We particularly welcome applications from black, Asian and global majority candidates, LGBTQ+ candidates and disabled candidates, because we would like to increase the representation of these groups at this level at Resources for Autism. We want to do this because we know greater diversity will lead to even greater results for our community.

As you would expect, we are a neuro-affirming employer, with a strengths and rights based approach to neurodiversity which affirms neurodivergent identity – we don't want to "fix" or "cure" autism, and we don't see it as a "disability". We are working to improve the ways in which we recruit and support neurodiverse employees and those with lived experience of neurodiversity.

Deadline for applications: Friday 29th March 2024

Stage one interviews: Week beginning April 1st 2024