



Children and Complex Needs Services Lead JD V2.1

Job Title:	Children and Complex Medical Needs Services Lead
Responsible to:	Head of Services
Hours:	<ul style="list-style-type: none"> • 35 hours per week. Fixed Working Hour Pattern. • Includes after-school, alternative weekends and school holidays • Additional Holiday activities work is also available during school holidays
Rate of Pay:	£30,000 - £35,000
Work Location:	Hybrid
Direct Reports:	Contracted and sessional Delivery Managers, Deputies and Play Workers
Cross team working	Teenager and Adult Services Lead, Head of Administration and Operations, Finance and HR Coordinator, Programme Support and Volunteer Coordinator, Fundraising and Marketing team

Role Overview:

We are a Mid Sussex Charity that supports over 400 families, providing clubs and activities for people with learning disabilities, including those with complex needs. Over the next 2 years we want to expand our service by 30%, so that we can offer more activities and work with all families that would like to access our service. We currently have a waiting list of 88 families.

In April this year, we are introducing a new programme structure to streamline our offering.

We are looking for extraordinary people to join our passionate and committed team to help us deliver and grow our service.

Responsible for Kangaroos services for children (6-12 years) and members with complex needs (6 years +). Reporting to Head of Services and part of the management team, the Children and Complex Needs Services Lead is responsible for ensuring Kangaroos after-school, weekend and holiday clubs and activities for this cohort, deliver the best



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possible outcomes for children and their families, and comply with appropriate legislation and policy (Ofsted, Safeguarding, Health & Safety, GDPR, etc).

Members require specialist care and support to meet their diverse support needs (e.g. communication, personal care, behaviour support, emergency medication administration). The post holder is responsible for ensuring this support is safely, competently and sensitively provided and that the member's views and voices inform decisions that affect them.

This role will have direct responsibility for being physically present to lead certain Kangaroos clubs and activities, and will oversee the running of other clubs and activities through line management of contracted and sessional Delivery Managers.

Line Management responsibility for contracted and sessional Delivery Managers.

Main Duties

- Service Delivery (After-school, weekend and holiday clubs and activities)
- Member Experience
- Team Management
- Team Working
- Other

Service Delivery (After-school, weekend and holiday clubs and activities):

- Manage the delivery of after-school, weekend and holiday clubs and activities.
- Ensure after-school, weekend and holiday clubs and activities are effectively and efficiently run to provide highest quality services and support positive outcomes for children 6-12 years and members with complex needs. This includes:
 - a. Assessing member needs, produce care plans, and determining staffing ratios which meet Ofsted and other regulatory standards, and supporting the Admin team's management of staff rotas
 - b. Working with the Admin Team to transparently manage member registers and waiting lists, confirm places and share information with parent carers
 - c. Creating and delivering a diverse, safe and enjoyable programme of activities and opportunities, designed by and for members to achieve positive outcomes within financial and other parameters agreed with Head of Services
- Maintain a warm and caring environment, ensuring safe, creative, and challenging activities chosen by members meet their needs, interests and strengths

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- Lead the planning of a diverse programme of activities and opportunities, ensuring that all activities are designed by and for members to have fun and participate at their own level, gently challenging them to reach their potential
- Ensure risk assessments are completed, monitored, and reviewed for all activities, trips, venues and individual members
- Build and maintain effective working relationships with relevant stakeholders, including members, parent carers, venue management, activity providers, ensuring suggestions/concerns are responded to clearly and sensitively
- Ensure administration is accurate, up to date and completed to Ofsted and other relevant standards and legislation. (i.e. CPOMS and other sources, for member care plans, and other records, activity plans, registers, accident/incident records, safeguarding records, health and safety checklists, daily debrief records and procedures for administering medical treatment etc)
- As directed by the Head of Services and in consultation with the Admin team, work within allocated budgets, ensuring all resources are sourced and managed efficiently.
- As directed by the Head of Services, represent Kangaroos at multi-agency meetings and statutory reviews to share information with colleagues and contribute to members' care arrangements

Member Experience:

- Build relationships with individual members, supporting them to have a voice in decisions that affect them
- Lead the collection, assessment and recording of information provided by parent carers and professional colleagues regarding members individual needs, strengths and interests
- Positively meet the support and care needs of members in each setting, including communication, behaviour support, medical needs, and personal care
- Ensure medication is administered by appropriately trained staff in accordance with consent and Kangaroos policies and procedures
- Actively lead and participate in activities, ensuring members have a positive and engaging experience

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- Establish and maintain a safe and inclusive environment for members and ensure any safeguarding concerns, accidents or incidents are appropriately reported and recorded, and learnings and actions are implemented
- Lead appropriate session end procedures, ensuring Parent Carers receive appropriate handovers when collecting their children and young people

Team Management

- Lead, manage and support the delivery team (staff, volunteers, agency staff, students etc), ensuring appropriate inductions take place and key Kangaroos policies and procedures are understood and implemented (safeguarding, reporting accidents/incidents, health and safety)
- Support staff well-being, competence and learning and development
- Develop skills and knowledge within teams to achieve positive experiences for members, providing on the job coaching and training as required (tailoring activities, communication methods, medical interventions, posture support)
- Ensure external / online training and development requirements are identified and completed
- Run activities in the most effective and efficient manner
- Lead regular team meetings and briefing sessions to cascade information and encourage staff to share ideas and learning
- Be a positive role model, embedding Kangaroos values, demonstrating appropriate professional behaviours and ways of working
- Work with Head of Services/HR in proactively addressing any performance/attendance concerns in a positive and timely way and in line with Kangaroos policies and procedures
- Work with HR on the recruitment of new staff, including selecting candidates and the induction of new staff



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Team Working:

- Promote and contribute to a culture of collaboration and cohesion across Kangaroos small team
- Share good practice, build skills and confidence across the team to ensure members needs are met, their voices are heard, and have fun, try new things and socialise.
- Work as part of the (Core Team) supporting colleagues by sharing best practice and suggestions for continuous improvement and contributing positively to team meetings
- Contribute to the development and review of consistent policies, procedures and quality assurance standards that support Kangaroos values and comply with Ofsted and other legislation and guidance
- Participate in organisation wide planning activities, e.g. workshops, trips and transport, helping to ensure Kangaroos is working with the best quality partners and achieving maximum value for money
- In conjunction with colleagues, participate in monitoring and evaluation activities
- Work with Fundraising and Marketing Team on activities that have a fundraising element and support the community exposure of Kangaroos by participating in activities and providing feedback, photos, videos and case studies to demonstrate impact of Kangaroos work to current and new funders
- In consultation with Head of Service and Admin Team, manage club / activity registers and waiting lists, including referrals and assessments; this will include assessing needs, producing care plans, determining staffing ratios, confirming places and liaising with the Admin team to share information with parent carers

Other

- Fulfil any other duties considered reasonable as directed by the CEO.
- Actively promote equal opportunities and challenge discrimination.

Requirements of the Job

- Ability to work evenings and weekends on a regular basis
- Available during school holidays
- Able to drive, own a car
- Enhanced DBS check
- Right to work in the UK

Person Specification

Skills, Knowledge and Experience

- Substantial experience of working with children/young people, including people with severe and profound/multiple learning difficulties, disabilities, communication issues and behavioural challenges.
- Substantial experience in leading and modelling child/ young person led play and activities.
- Proven experience in leading and motivating a team, including developing team members and addressing people management issues.
- Thorough knowledge and demonstrable use of a range of communication tools within a SEND setting.
- Relevant experience and understanding of children and young people’s development and learning, including the needs and issues relating to the care of children/young people with additional needs.
- Relevant experience and knowledge about the provision of inclusive practice and a commitment to providing this for all young people within an equal opportunities framework.
- Relevant experience and understanding of health and safety issues
- Able to demonstrate, through experience and/or qualifications, an understanding of safeguarding issues and a commitment to safeguarding responsibilities.
- Experience of multi-agency working.
- Familiar with IT systems, ideally Google Drive and maintaining databases
- Knowledge of relevant medical procedures, e.g. management of gastrostomies
- Knowledge of relevant behaviour management strategies, e.g. Team Teach, PROACT SCIPr

Qualifications - Essential:

- Paediatric first aid
- Administration of medication including emergency
- Epilepsy including emergency medication
- Manual handling including use of hoists

<ul style="list-style-type: none"> ● Challenging behaviour ● Enteral tube feeding ● Eating, drinking and swallowing support ● Food safety <p>Qualifications - Desirable:</p> <ul style="list-style-type: none"> ● Oxygen administration ● Catheterisation ● Suctioning ● Stoma care ● Diabetes care
<p>Behaviours</p> <ul style="list-style-type: none"> ● Team player ● Warm, consistent, empathetic, open and accessible ● Ability to lead, manage and inspire a team, role modelling positive behaviours ● Eagerness to learn and to improve and develop services ● Confident communicator, calm under pressure

Benefits Package:

- We offer competitive salaries with annual reviews. Our salaries are paid on the last friday of the month
- Kangaroos matches employee contributions of 5% to a nest pension
- Holiday allocation is 25 days plus bank holidays.

<p>To Apply</p> <p>Please apply through our HR portal, Vacancy sending a cv and covering letter (maximum 2 pages) clearly outlining how you meet the criteria for the role.</p> <p>Applications to be received by 10 MARCH 2025</p> <p>Interview date: 20TH MARCH 2025</p> <p>Interviews will take place at our hub in Wivelsfield Green.</p>
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