Where Everyone Sticks Together

WEST

An OnSide Youth Zone

- **Job Role: SEN/D Manager** internally known as Inclusion Manager
- **Location:** WEST Youth Zone, 2 EdCity Walk, London W12 7TF
- **Contract:** Permanent, Full-time, 37.5 hours per week (inc. evenings and weekends primarily Sundays)
- **Salary:** £36,421



ABOUT WEST

OPENED APRIL 2024

£5

£5 ANNUAL MEMBERSHIP

50P ENTRY

£1

BITE CITY HOT MEAL

2000+

OVER 2000 MEMBERS

Hammersmith & Fulham (H&F) is a London Borough of wide disparities, with an acute need for youth services. This vast difference between those living in different parts of our borough can lead to radically different life outcomes. **WEST Youth Zone is a vital provision** that will make a huge impact on the lives of young people, and on the whole borough, levelling the playing field for our young people.

"WEST" Youth Zone, named **Where Everyone Sticks Together** by local young people, opened on April this year. At WEST, we believe all young people in West London should have the opportunity to discover their passion and their purpose and be able to explore where it can take them.

Our Youth Zone is a purpose-built space fizzing with energy and crammed with incredible facilities. **Staffed by talented, skilled and dedicated youth workers** who truly believe in young people, helping them see what they could achieve, and giving them the skills, confidence and ambition to go for it.

Open 7 days a week, while schools are closed - that's evenings and weekends, plus all through the school holidays. We offer a **safe and active space for young people** to flourish in their leisure time, where their interests can be nurtured, and they can grow as individuals. This is a charity that the whole community can be proud of, and you can be part of that journey.

We give 8 to 19-year-olds, (and up to 25 for young people with additional needs) affordable access to a broad range of sport, arts and mental health support, and employability services, designed to **empower them to lead healthier, positive and more active lives** – raising their aspirations for themselves and their community.



THE ROLE

The Inclusion Manager will provide strategic and operational leadership for inclusion across WEST Youth Zone, ensuring that all young people, regardless of background, ability, additional need or circumstance, can access, participate in and benefit from WEST's offer.
The postholder will lead the development of high-quality inclusive practice across the organisation, with particular responsibility for young people with SEND and additional needs, young carers, care-experienced young people, LGBTQ+ young people, young people experiencing health or wellbeing challenges, and others who experience barriers to participation.
The Inclusion Manager will manage and develop the Inclusion team, oversee individual engagement and support planning, build strong partnerships with families and external organisations, and work collaboratively with Senior and Junior Club Managers and the wider youth work team to ensure inclusion is embedded throughout WEST.
The role includes Duty Manager responsibilities, regular face-to-face delivery, session leadership of Sunday Inclusion sessions and universal sessions and responsibility for supporting the safe opening, operation and closing of the Youth Zone. A minimum of 55% of working hours will normally be spent in direct work with young people, subject to service needs.

In the first 6 months, you will have:

·Develop a confident working knowledge of WEST's policies and procedures and become fully comfortable session leading targeted and universal sessions, including managing staff, safeguarding practice and the safe operation of the Youth Zone.

·Complete a review of the current inclusion offer, participation levels and support arrangements, identifying clear priorities for improvement.

·Develop a comprehensive Inclusion Action Plan that supports WEST's wider strategy and establishes measurable outcomes for young people.

·Build effective working relationships with young people, parents and carers, staff, schools, community organisations, local authority services and specialist agencies.

·Review and strengthen the use of All About Me information, individual support plans, engagement plans, behavioural plans and reasonable adjustments.

·Establish a consistent programme of accessible activities, workshops and targeted interventions for young people with SEND and other barriers to participation.

·Provide clear leadership, supervision and development for Inclusion Youth Workers, sessional staff and volunteers.

·Introduce regular monitoring, feedback and evaluation processes to evidence quality, participation and impact.

·Develop and begin delivering inclusion training and guidance for the wider WEST workforce.

CORE RESPONSIBILITIES

Leadership and Organisation-wide Inclusion

- Lead on inclusion across WEST, ensuring that inclusive practice is embedded in universal, targeted and specialist provision rather than operating as a standalone programme.
- Act as WEST's visible Inclusion Lead and champion equality, diversity, accessibility and belonging practice across the Youth Zone including delivery or sourcing appropriate training.
- Develop, implement and regularly review WEST's Inclusion Action Plan, setting clear priorities, standards, outcomes and measures of success.
- Advise the Head of Youth Work, Club Managers and wider leadership team on emerging needs, service gaps, risks and opportunities relating to inclusion.
- Ensure the voices and lived experiences of young people inform service planning, delivery, evaluation and organisational decision-making.

Programme Design and Quality

- Plan, coordinate and deliver a comprehensive, high-quality Inclusion programme for young people aged 8 to 19, and up to 25 for young people with additional needs.
- Design and deliver accessible workshops, projects and interventions for young people with SEND and additional needs, ensuring activities are engaging, developmental and responsive to individual needs.
- Lead targeted initiatives for young carers, care-experienced young people, LGBTQ+ young people, young people experiencing health or wellbeing challenges, and others facing barriers to participation.
- Lead and support LGBTQ+ Champion sessions and other activities that promote understanding, respect, safety and belonging.
- Work with programme leads to adapt activities, environments, communication and resources so that young people with different needs can participate meaningfully.
- Organise relevant events, awareness activities, celebrations and projects, with young people involved in their planning and delivery.
- Maintain oversight of the quality of the inclusion offer and use observations, participation data, outcomes and feedback to drive continuous improvement.

Individual Support, Engagement and Behaviour

- Assess and review relevant information about young people, including All About Me forms, referrals and professional reports, and translate identified needs into practical support arrangements.
- Lead the development, implementation and review of individual engagement, behavioural and support plans, including agreed reasonable adjustments, risk management measures and communication strategies.
- Work with young people, families, staff and external professionals to ensure consistent, proportionate and person-centred support.
- Support colleagues to respond positively and consistently to behaviour that challenges, while maintaining clear boundaries and safeguarding the wellbeing of all young people.
- Maintain appropriate, accurate and confidential records in line with data protection, safeguarding and organisational requirements.

CORE RESPONSIBILITIES

Partnerships, Relationships and Outreach

- Build and maintain trusted relationships with young people, parents and carers, ensuring their views, needs and experiences shape WEST's inclusive offer.
- Build and manage effective partnerships with schools, colleges, local authority teams, health and social care services, voluntary and community organisations and specialist agencies.
- Develop appropriate referral pathways, joint-working arrangements and partnership programmes that improve access and outcomes for young people.
- Lead community outreach activity to identify and engage young people who may experience barriers to accessing WEST.
- Represent WEST at relevant meetings, forums and partnership networks, promoting the Youth Zone and strengthening local collaboration.

People Management and Workforce Development

- Directly line manage, supervise, support and develop Inclusion Youth Workers and relevant sessional staff, setting clear objectives and monitoring performance.
- Lead the induction, coaching and continuing professional development of staff and volunteers working within the inclusion offer.
- Design and deliver inclusion training, guidance and practical resources for staff and volunteers, increasing confidence and consistency in supporting diverse needs.
- Collaborate with Senior and Junior Club Managers to develop comprehensive engagement plans and ensure effective communication across sessions.
- Promote a positive, accountable and reflective team culture focused on safeguarding, quality and improved outcomes for young people.

PUNCTUAL & RELIABLE

ENTHUSIASTIC & CHEERFUL

POSITIVE ROLE MODEL TO YOUNG PEOPLE



CORE RESPONSIBILITIES

Safeguarding, Safety and Compliance

· Champion safeguarding within the Inclusion provision and contribute to a strong safeguarding culture across WEST.
· Identify, record and report safeguarding and child protection concerns promptly and in accordance with WEST policies and procedures.
· Work closely with designated safeguarding leads and external agencies where appropriate to support coordinated responses and information sharing.
· Ensure inclusion activities, staffing arrangements, equipment and environments are safe, appropriately risk assessed and compliant with safeguarding, health and safety, equality and organisational requirements.
· Fulfil Duty Manager responsibilities as required, overseeing the safe and effective operation of the Youth Zone during sessions.

Monitoring, Resources and Accountability

·Monitor, record and evaluate the Inclusion programme, producing reports and information that demonstrate participation, quality, outcomes and impact.
·Use young people's feedback and recognised evaluation approaches, including WEST's agreed outcomes framework, to inform service improvement.
·Manage and monitor the budget allocated to the Inclusion programme effectively and efficiently.
·Maintain an accurate inventory of equipment and resources owned or used by the Inclusion team.
·Support bids, funding reports and externally funded projects where relevant, ensuring agreed outputs and outcomes are delivered.
·Carry out other reasonable duties consistent with the level and purpose of the role, as requested by the Head of Youth Work or Senior Leadership Team.



PUNCTUAL & RELIABLE



ENTHUSIASTIC & CHEERFUL



POSITIVE ROLE MODEL TO YOUNG PEOPLE

Selection Criteria	Selection Criteria
Experience	
Substantial experience of planning and delivering inclusive youth work, SEND provision or related services for young people.	Essential
Proven experience of working with young people aged 8 to 19, and up to 25 for those with additional needs, in a range of settings.	Essential
Experience of engaging young people who are vulnerable, disengaged, under-represented or considered hard to reach.	Essential
Experience of line managing, supervising and developing staff, sessional workers or volunteers.	Essential
Experience of developing individual support, engagement or behavioural plans and coordinating reasonable adjustments.	Essential
Experience of safeguarding practice, including identifying, recording and reporting concerns.	Essential
Experience of working in partnership with families, schools, statutory services, community organisations and specialist agencies.	Essential
Experience of monitoring, evaluation, report writing and using evidence to improve service quality.	Desirable
Experience of managing budgets or externally funded projects.	Desirable
Knowledge and skills	
Strong knowledge of SEND, inclusive youth work, equality, accessibility and the barriers that can affect young people's participation.	Essential
Ability to lead organisational change and influence managers, staff, volunteers and partners to improve inclusive practice.	Essential
Ability to build trusted relationships and communicate effectively with young people, parents, carers and professionals.	Essential
Ability to design and deliver accessible programmes, workshops, staff training and practical guidance.	Essential

Selection Criteria	Selection Criteria
Knowledge and skills	
Ability to respond appropriately to behaviour that challenges and to support young people with complex or multiple needs.	Essential
Strong planning, organisation, decision-making and problem-solving skills, with the ability to manage competing priorities.	Essential
Good written communication, IT and record-keeping skills, including the ability to prepare clear reports and management information.	Essential
Values and approach	
A strong commitment to safeguarding, equality, anti-discriminatory practice and placing young people at the centre of decision-making.	Essential
A collaborative, reflective and accountable leadership style, with the ability to motivate others and maintain high standards.	Essential
Qualifications	
A relevant qualification in SEND or Youth Work	Desireable
Evidence of ongoing professional development (for example Safeguarding, health & Safety, Management)	Essential
Special Requirements	
A willingness to work evenings and every Sunday	Essential
A willingness to cover events, holidays and staff absence	Essential
Committed to Safeguarding children	Essential

BENEFITS

FREE GYM ACCESS

DIVERSE TEAM

WORKPLACE PENSION

33 DAYS LEAVE (INCLUSIVE OF BANK HOLS)

TRAINING AND DEVELOPMENT OPPORTUNITIES

APPLICATION PROCESS

- To apply, send your **CV and supporting statement** to **recruitment@westyouthzone.org**
- Interviews will be ongoing and applications will close once an offer of employment is made.
- The normal hours of work are 37.5 per week, or those necessary to fulfil the requirements of the position. There will be a requirement to work outside the normal 9 to 5, Monday to Friday, working week, including frequent evenings and weekends. This will mean working flexibly across the week, to suit the needs of both the role and the individual.
- WEST Youth Zone are committed to safeguarding and promoting the welfare of children, young people, and vulnerable groups. This post is subject to an Enhanced DBS check.



OUR VALUES

WEST

An OnSide Youth Zone



YOUNG PEOPLE FIRST

Young people are at the heart of everything we do, inspiring and challenging us to deliver services that exceed their needs and challenge them to be the best they can be.

EXCELLENCE

We encourage ourselves and each other to be the best we can be through continuous learning and improvement, and a focus on finding solutions.





RESPECT

We act with honesty and integrity, celebrating diversity across the whole organisation and caring about each other, our young people and the Youth Zone environment.



AMBITION

We are passionate and driven in taking on new challenges, embracing new ideas and exceeding our ambitions for young people, the Youth Zones and our local communities.

COLLABORATION

We create and nurture strong, creative partnerships, working together to achieve better results and outcomes for young people.

