



7th January 2021

Dear Applicant,

Thank you for considering a **Programme Manager** role with Redthread. We are a team of compassionate, collaborative and courageous professionals, committed to empowering young people to change their lives. This clip from [BBC News](#) will give you a taster of what we do every day.

We are looking for an experienced programme manager with proven ability to work with high risk, vulnerable young people, experience of developing a service or programme, strong people management skills and the ability to form effective working relationships with a wide range of partners and agencies.

To do this well you need to be a people person; passionate about supporting teams to provide an excellent service to young people, and excited at the prospect of developing an innovative intervention. You'll need a proven ability to work with high risk, vulnerable young people so that you can support the teams effectively and an understanding of the impact intense, short term work can have.

You must be a skilled communicator, able to form strong partnerships, liaise with clinical colleagues and enable teams to thrive. You'll be keen to keep learning, seizing training opportunities at Redthread and continuously reflecting upon and improving your practice.

In return, the successful candidate will receive a competitive salary, a supportive and flexible working environment, excellent staff training and development package and access to a range of employee benefits including; enhanced annual leave and family leave entitlements, employer pension scheme contribution, access to clinical supervisions, enhanced employee assistance programme services and more.

To apply:

In this application pack you will find a job description with a person specification including details of the terms and conditions of the post. Please read through the person specification carefully as we will be shortlisting applications using these criteria. Make sure you tell us why you want to work for Redthread in your supporting statement.

You will find a copy of our application form and equalities monitoring form on our website at <http://www.redthread.org.uk/join-the-team/> Please send your completed application form and equalities monitoring form to applications@redthread.org.uk.

We will accept applications until 10am on Monday 18th January 2021

Please note: If we receive a high number of applications, we reserve the right to close the advert before the closing date. Therefore, early applications are encouraged.

The assessment process:

There are two parts to our assessment process to discover if you are our new London Programme Manager.

- 1) Shortlisted candidates will be invited to an online interview on Thursday 21st January 2021
- 2) If you are appointable, you will be invited to a second online interview on Monday 25th January 2021

We would like this role to start as soon as possible, and by **March/April 2021 at the latest**. We will provide comprehensive training and induction.

Equity, Diversity and Inclusion

Redthread are proud to be an equal opportunities employer that values the contribution each individual makes to our work. We strive to build a diverse and inclusive working environment where all staff feel valued, respected and empowered to be who they are at work.

We aim to achieve a workforce that is diverse regardless of age, disability, neurodiversity, gender identity, marriage and civil partnership status, pregnancy and maternity, race (which includes colour, nationality and ethnic or national origins), religion or belief, sex or sexual orientation or criminal record status and one which reflects the communities and young people we support.

We recognise that in particular people from Black and Asian communities and other minoritised ethnic groups are under-represented in the charity sector, as are those with disabilities. We welcome and encourage people from these historically excluded groups as well as those who identify as male to apply for this opportunity.

We are committed to taking an inclusive approach to recruitment and selection whilst ensuring there is no discrimination in our processes and that our team and prospective employees are treated fairly, with respect and without bias.

Reasonable adjustments to the interview process can be made to accommodate additional requirements. Applicants are encouraged to highlight any specific adjustments needed to enable participation in the recruitment process. For more information, please contact applications@redthread.org.uk or call our HR team on [020 3744 6888](tel:02037446888)

Kind regards,

A handwritten signature in black ink that reads 'Jenny Baker'.

Jenny Baker
Chief Operating Officer

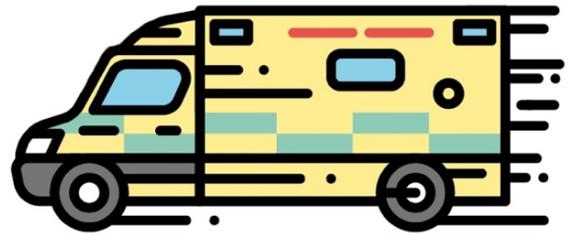
Youth Violence Intervention Programme

Redthread empowers young people to thrive as they navigate the challenging transition to adulthood by integrating trauma-informed youth work into the health sector. Whether a young person has been the victim of a stabbing, is seeking support for anxiety, has suffered a sexual assault, or wants to find a new home beyond the reach of a gang, we support them to overcome the challenges they face through our dynamic youth work programmes.

Every year thousands of young people find themselves in hospital A&E departments as the victim of serious youth violence. Redthread's Youth Violence Intervention Programme embeds youth workers in hospitals to intervene with these young people. The teams meet the young patients as soon as they can: in the A&E waiting room, on the ward, or even in the resuscitation bay. We believe that this moment of intense crisis, when the young person is nursing a serious injury in the daunting environment of a busy hospital, often alone, can be a catalyst for pursuing positive change – a 'teachable moment'.

Our teams build rapport with the young people, mentor and advise them, and support them to make long-term positive plans to break away from cycles of violence and offending. Problems include exclusion from education, employment or training, a lack of stability in housing, mental health concerns, unstable relationships and reprimands due to criminal activity. Redthread capitalise on our partnerships to ensure long-term work and change is possible for each young person. The teams make well-judged referrals on their behalf, and accompany them to initial meetings to ensure transition is smooth. This work disrupts the cycle that can too easily lead to devastated communities and an exhausted healthcare and justice system.

We have teams in three of London's four Major Trauma Centres and commission a service in the fourth. In 2018 we launched services in Queen's Medical Centre in Nottingham, in Queen Elizabeth and Heartlands Hospitals in Birmingham, and in Homerton Hospital in Hackney. In 2020, we expanded our services to UCLH, Croydon University Hospital, University Hospital Lewisham and QE Woolwich and Birmingham Children's Hospital. In early 2021 we will launch a service at King's Mill Hospital, Nottingham.



"I need this don't I, this is an opportunity for me; to be able to work with you, any of you, could change things for me. I'm ready for that. I'm in! You don't need to ask me again - I'm 100% on board, whatever I have to do. I'm doing it."

A young person's reaction to being introduced to the service

"I've seen first-hand how our hospitals provide a unique moment to engage with young people. Redthread have helped thousands of Londoners - and I'm proud to support their work."

Sadiq Khan, Mayor of London, June 2019

London Programme Manager Job Description

Post Title:	London Programme Manager: St Mary's, St George's & Croydon UH
Work area:	Youth Violence Intervention Programme (YVIP)
Responsible to:	Head of YVIP
Salary:	£40,000 per annum + benefits (including £3,300 London Weighting)
Locations:	This post works from our Head Office in Victoria and in St George's, St Mary's and Croydon Hospitals, with regular travel across the areas they serve, and with regular visits to Redthread's projects and locations in the UK, including the Midlands. This post has essential worker status and during the pandemic will do some work from home as well as visiting the hospitals regularly.
Contract:	Permanent contract
Hours of work:	37.5 hours a week, including regular evening and weekend working

Purpose of the role

Lead on the day-to-day management of the Youth Violence Intervention Programme in St Mary's, St George's & Croydon UH, to ensure that the needs of young people, staff, partners, communities, funders, and evaluators are fully considered and that Redthread is well placed to achieve its vision.

Main duties and responsibilities

- Oversee effective and consistent programme delivery, performance and quality assurance across YVIP in St Mary's, St George's & Croydon UH working with the Head of YVIP and other YVIP programme managers to enhance and develop the programme.
- Line manage the YVIP team leaders who are based within A&E departments, and other posts as required. Provide thorough support, advice and direction in what can be a challenging working environment.
- Work with the team leaders to build wide-ranging positive relationships with diverse partner organisations and external agencies, to ensure that young people can be referred from YVIP into longer-term, supportive relationships with services.
- Be accountable for oversight of, and risk management of, the team's cases, and support the team leaders in managing their team's caseload.
- Contribute to Redthread's Safeguarding provision under the guidance of the Head of YVIP. Actively contribute to the quarterly safeguarding review to ensure ongoing organisational learning. Contribute to the weekend on call rota along with other programme managers and SMT.
- Promote a positive team dynamic within the programmes to support staff wellbeing, high morale and excellent performance.

- Be involved in programme recruitment, staff performance and support team leaders with HR issues.
- Ensure that all programme contractual agreements, SLAs, MOUs and SOPs are effectively considered and assessed, and that service delivery is monitored so it is consistent with the relevant agreement.
- Manage and develop strategic relationships with partners, and oversee projects, to enhance the delivery of YVIP.
- Represent Redthread at external meetings and events, develop and deliver appropriate training and presentations in a variety of contexts, and work alongside the Communications and Policy Manager on media opportunities.
- Assist with the development and delivery of the Redthread Core training programme, and actively contribute to the ongoing practice development of all frontline staff. Participate in regular programme management team meetings to ensure quality and consistency across all sites.
- Have oversight of the membership of clinical supervision groups for the programmes you manage, liaising with the clinical supervisor to obtain regular feedback, and sharing this with the wider programme management so that appropriate support can be given.
- Analyse potential risks within the programme and devise and implement appropriate risk mitigation plans, with particular consideration for safeguarding, staff wellbeing and data protection issues.
- Oversee the efficient collection and management of robust programme data and information, undertaking regular analysis to inform programme development and reporting to stakeholders and funders.
- Sit on the steering groups of each of the hospitals and contribute to meetings as necessary. Hold regular operational meetings with key staff at each hospital to ensure smooth running of the programmes
- Maintain a positive link between YVIP, and other Redthread programmes and contribute to the wider development of Redthread.
- Promote and encourage an organisational culture that is consistent with Redthread's values.

General responsibilities required of all Redthread staff

- Actively participate in staff meetings, session evaluations, supervision/reviews and planning sessions and in Redthread's overall development, including input on the needs of young people, ideas for new projects, and the on-going development of existing projects.
- Assist where possible with general fundraising events and fundraising, including the maintenance and growth of the regular supporter network, and to assist in promoting the organisation's work with young people to the wider community.
- Assist in maintaining good working relations with Redthread's stakeholders, project partners and with other agencies and represent Redthread at external meetings as required.
- Encourage and enable young people to participate in all forms of decision-making and management of Redthread's projects, with the ultimate aim of empowering them to shape the services and activities provided for them. To ensure that all young people have equality of

access and that the programme promotes opportunities for all young people.

- Assist the team in ensuring that all Redthread policies and procedures are followed, including Health and Safety, Safeguarding, Data Protection and Equal Opportunities. Report any concerns to an appropriate member of the SMT.
- Work as a member of the Redthread team and assist as required across all the organisation's projects, including carrying out any other duties that may be required to meet the needs of the organisation.

Person Specification

	Essential	Desirable
Experience	<ul style="list-style-type: none"> • A minimum of 5 years' professional experience of working with young people in a range of activities and settings • Experience of leading, managing, supporting and motivating a team in their work • Extensive experiencing of managing and developing a service, and its processes, procedures and policies • Experience of developing and maintaining excellent relationships with partner organisations • Experience of working within a multi- disciplinary team, and of working alongside NHS Trusts, government bodies, police, probation, PCCs, local authorities • Experience of planning and delivering training • Experience of monitoring and evaluation systems to measure programme impact 	<ul style="list-style-type: none"> • Working with people impacted by violence, trauma or tragedy
Knowledge	<ul style="list-style-type: none"> • Excellent knowledge of London statutory and voluntary sector and services for vulnerable young people. • A thorough knowledge and understanding of the physical, social and emotional developmental needs of young people • Excellent first-hand knowledge of service provision for young people across the voluntary and statutory sectors • Strong knowledge of child protection and safeguarding issues and of current best practice within the youth work sector, gained through working with vulnerable young people. • A knowledge of best practice in case recording 	
Skills	<ul style="list-style-type: none"> • Able to analyse and evaluate information and provide effective management oversight of high-risk complex cases. • Excellent leadership skills, with confidence to make decisions • People management skills including the provision of high-quality supervision, managing performance and ensuring staff morale and wellbeing. • Well-developed communication skills and an ability to interact with a wide range of people within diverse contexts 	<ul style="list-style-type: none"> • Working on Mac-based IT systems
Qualifications	<ul style="list-style-type: none"> • A degree-level qualification in social work, youth work, a social science, education or another relevant field, or a similar counselling qualification. 	
Professional skills	<ul style="list-style-type: none"> • Self-motivated and committed to personal development • Flexible and committed • Effective time management skills and an ability to prioritise tasks and work flexibly to deadlines • A commitment to, and understanding of, equal opportunities issues as they apply to all aspects of Redthread's work 	

EMPLOYEE BENEFITS AND TERMS AND CONDITIONS

Salary

Circa £40,000 per annum + benefits. We offer competitive salaries which are regularly reviewed, and we're proud to be a living wage employer.

Contract

Permanent

Place of work

This post works from our Head Office in Victoria and in St George's, St Mary's and Croydon Hospitals, with regular travel across the areas they serve, and with regular visits to Redthread's projects and locations in the UK, including the Midlands. This post has essential worker status and during the pandemic will do some work from home as well as visiting the hospitals regularly.

Hours of work

37.5 hours per week, Monday to Friday, with some evening and weekend work when required. Time off in lieu (TOIL) will be given where necessary.

Probationary period

The post is subject to a six-month probationary period.

Annual leave

The holiday entitlement is 26 days leave each year, plus the bank holidays. An extra one day's holiday per year is given for each full year worked, up to a maximum of five additional days. Employees can also carry over three days leave entitlement (pro-rata for part-time employees) into the next holiday entitlement year.

Enhanced family leave entitlements

We offer employees enhanced maternity, paternity and adoption leave and pay after one year of completed service.

Workplace Pension Scheme

We offer membership of a workplace pension set up with The People's Pension, and employees are eligible to be auto enrolled after three months' service. The employee's minimum pension contribution rate is currently 3%. Redthread's contribution rate is 5% higher than the employee up to a maximum of 8%.

Enhanced Sick Pay

The entitlement to enhanced sick pay is service-related, starting with one-week full pay and one-week half pay.

Employee Assistance Programme (EAP)

We offer an *enhanced* Employee Assistance Programme, which offers free, 24/7 confidential helpline services (accessed either by phone and/or online) including structured counselling services and practical resources aimed to support your work-life balance. In addition, some aspects of the EAP service are also available to share with an employees' dependants including their partner.

Tax-free Childcare scheme

You are entitled to sign up to the Government's Tax-Free Childcare (TFC) scheme at <https://www.gov.uk/tax-free-childcare>

Cycle to Work Scheme

We offer a Cycle to Work scheme which enables savings on the cost of a new bike and accessories for employees wishing to cycle to work for all or part of their journey. Employees can sign up after one month's service.

Safeguarding

Redthread puts safeguarding at the forefront of all its activities. The successful applicant will demonstrate their firm commitment to effective safeguarding practises and high professional standards around all safeguarding issues.

Learning and Development

We are committed to supporting everyone who works for Redthread to develop their professional skills and to achieve their full potential. Alongside a Professional Development Plan's (PDP) all staff are offered up to six Continuing Professional Development (CPD) days per year to meet their goals. Redthread run a comprehensive curriculum of in-house core training for all frontline staff.

Equal Opportunities

Redthread is committed to the fair treatment of its staff, potential staff or users of its services, regardless of age, disability, neurodiversity, gender identity, marriage and civil partnership status, pregnancy and maternity, race (which includes colour, nationality and ethnic or national origins), religion or belief, sex or sexual orientation or criminal record status. We actively promote equality of opportunity for all with the right mix of talent, skills and potential and welcome applications from a wide range of candidates, including those with criminal records.

At Redthread, we're currently exploring new ways in which we can improve our overall approach to equality, diversity and inclusion whilst continuing to build an organisational culture where all colleagues feel valued, respected and empowered to be who they are at work.

Our EDI networking forum provides opportunities for staff to contribute to the future development of Redthread's new EDI strategy. The forum also supports the organisation to coordinate and deliver actions around equity, diversity and inclusion such as bias training, inclusive leadership, virtual workshops, events, accreditations and more.

Please note:

Any offer of employment will be subject to continuous eligibility to work in the UK and satisfactory pre-employment screening which for frontline staff includes an Enhanced DBS Check. Full details on the pre-employment screening process can be requested from applications@redthread.org.uk