



SERVICE DIRECTOR  
RECRUITMENT INFORMATION PACK  
2019

Charity Registration No.: 1124569  
Company Registration No.: 06510559 (England & Wales)

## BACA VISION

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A world where forced migrants are welcomed, safe, and have hope to rebuild their lives for a better future.

## BACA MISSION

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Baca supports young forced migrants who arrive as unaccompanied asylum seekers including those that have been trafficked, to rebuild their lives, integrate into a community and use their experience positively.

We achieve this by providing a safe and empowering environment and through the use of a holistic and personalised approach.

Our services include:

- A 24/7/365 on call service for new arrivals so they can be met, welcomed and assessed without delay
- Specialised accommodation so they can feel safe and belong
- Support to develop life skills to prepare them for independent living
- Therapeutic interventions and social activities so they can rebuild self-esteem and confidence
- Education to build skills and knowledge so they can gain independence, employment and make a contribution to society
- Advocating on behalf of individuals in cases of injustice and/or hardship so they receive a fair response
- Working with central and local government to provide effective support to all young forced migrants

## OVERVIEW

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Baca was formed in 2008 and is a registered charity (No: 1124569) and incorporated as a Company Limited by Guarantee (No: 06510559). The organisation is currently governed by a board of 7 trustees who meet quarterly. Baca has 24 employees (18 FTE).

The last published accounts (2017/18) show an income of £766.5k and an expenditure of £700k. The major source of income are contracts held with Local Authorities to deliver services. Reserves at the close of the 2017/18 year were £410k including £396k unrestricted, held mainly as cash. In the current financial year, the charity has invested a proportion of these reserves in a property.

Services are focused on unaccompanied asylum-seeking children (UASC) aged between 16 and 18 on arrival; the Local Authority in which the UASC is first identified takes statutory responsibility with individual cases referred by Local Authorities' Children in Care teams.

Baca support is based on a Theory of Change that maps out the risks UASC face and how they combine together to create trauma, loss of trust and self-confidence, isolation and often a belief that running away is the best option. Baca's support is holistic and designed to mitigate these factors by providing for basic physical needs, assisting in access to services, providing emotional and therapeutic support, activities and training. The majority of Baca's support is delivered within a 'home' setting (with adult live-in volunteers assisted by Baca's professional support staff); the combination of the support delivered, and the way it is delivered, enables our young people to rebuild their self-esteem and confidence, engage with education, employment and training, and have the best chance to achieve long-term economic independence and stability within the UK or their country of birth if they return.

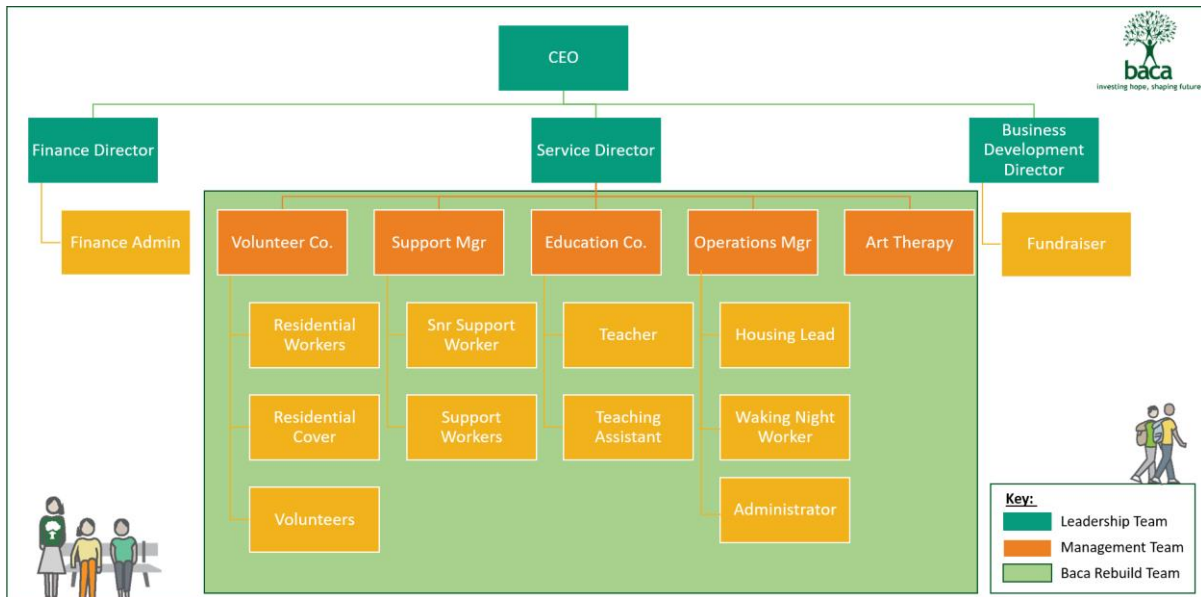
Baca's is currently reviewing its strategy following the completion of the previous last 3-year strategic plan.

Baca's aim is to grow its services so more of these highly vulnerable young people can be supported with holistic and personalised support and given the chance to lead a fulfilled life.

The work is under-pinned by actions to improve efficiency and quality of provision including improving outcome/impact data, increasing volunteer numbers, extending collaboration, enhancing sales/marketing/communications activity and gaining a quality standard.

## ORGANISATIONAL STRUCTURE

Baca has different teams that work together to deliver the service. The main direct delivery is undertaken through the Rebuild Teams. The Service Director role has direct responsibility for the work of these team, as illustrated below.



## RECRUITMENT PROCESS

**Deadline for applications** - Sunday 3<sup>rd</sup> March

**Interviews** - 7<sup>th</sup>/8<sup>th</sup> March

Interviews will include a presentation, written tasks and interview panels. To be held at the Baca Offices, Loughborough.

**Potential call back interviews** - w/c 11<sup>th</sup> March

## Job Description - Service Director

**Responsible to:** CEO  
**Responsible for:** Management Team and Art Therapist  
**Location:** Baca office, Loughborough, England  
**Salary:** £30,000 to £35000 per annum

### Overall Purpose

To provide leadership for the care given to the young people and the development of service delivery in line with Baca's vision, mission and values. To ensure all young people in Baca's care are being given the best service that meet their need. Identifying and developing opportunities and relationships with social service placement teams for a wider impact to allow Baca to work with more young people.

### Duties Responsibilities

#### *Current Service Delivery*

- Overall responsibility for all young people services delivered by Baca, ensuring that it is line with Baca's vision, mission and values and meets the needs of both the young people and the local authorities Baca work with.
- Responsible for the oversight and development of the Management team.
- Maintenance and development of relationships with all key service delivery partners such as Local Authority Teams and educational institutions in line with Baca's values.
- As Designated Safeguarding Officer, responsible for ensuring all aspects of safeguarding of service users in Baca's care including:
  - Leading a strong safeguarding culture in the organisation
  - Safety in accommodation
  - Relationships with staff and volunteers
  - Safety of activities undertaken by service users
- Attending a range of events and meetings to ensure that Baca is up to date on current policies and networking with key strategic partners.
- Budget oversight of rebuild team budget lines and grant funded projects facilitating young people services.
- Ensure the service is of the highest quality in line with our values and always seeking to achieve the outcomes in line with our Theory of Change.
- Responsible for the oversight of systems, ensuring they are robust and facilitating Baca's work with the young people, by working closely with the Operations Manager.

#### *Service Development*

- Lead a learning culture, ensuring we are learning from the young people, stakeholders and other wider opportunities.
- Lead on setting criteria for investigating young people service growth opportunities.

- Leading the development of all young people services; continually ensuring it meets the needs of the young people and developing partnerships where necessary to facilitate this work.
- Working closely with the Business Development Director to facilitate the development of new services.
- Leading the expansion of Baca into new geographical locations ensuring that it reflects Baca's vision, mission and values. Developing key relationships and partners where necessary to ensure the support structures are in place for young people we care for in that area.

### **Leadership**

- Be an active member of the Baca's Leadership team, contributing to Baca's organisational strategy to help achieve our vision and mission.
- Responsible for the young people service delivery areas of Baca's three-year strategy.
- Risk management in the delivery of the young people services, operations and areas of growth.
- Engaging in other activities in support of the organisation and its work as and when appropriate.
- Undertake on-call duty as part of the on-call team rota.

### **General**

- Play an active and supportive role within the organisation
- Take ownership of files allocated, ensuring they are up to date and stored correctly.
- Maintain strict confidentiality in relation to work undertaken and ensure all confidential material is stored according to Baca's Confidentiality statement and Data Protection Policy.
- Embrace the Vision and Values of Baca and reflect this in working practice.
- Treat all staff and young people fairly and without prejudice, in line with Baca's Equality and Diversity policy
- Lead on the correct procedures for dealing with any suggested incidences of safeguarding concerns and to follow them, in line with Baca's Child, Vulnerable Adult Protection & Safeguarding Policy
- Adhere to all Baca's policies and procedures.
- Ability to work flexible hours in line with the needs of the team.

## **Person Specification**

Baca is looking for someone who can take the lead with the delivery of our service for young people who are unaccompanied asylum seekers aged 16 to 18. The successful applicant will have the ability to ensure the support we give to the young people is of the highest quality and goes beyond the statutory standards set. You will be passionate about our work and able to interact well and empathise with the young people in our care. You will be able to ensure the best is always being done to support each individual. You will be very organised and able to work and develop robust frameworks and systems that will release staff. You will be a great people person who can develop key external relationships and work well with the staff team, linking in with the culture of family that exists within the organisation.

### **Passion for supporting unaccompanied asylum-seeking young people with a genuine desire to see them thrive in the UK**

It is highly desirable that they have previous experience of working with unaccompanied young people and victims of trafficking and have a strong understanding of the issues involved in providing care for this cohort of young people.

### **Strong team leadership skills**

Strong in people management with demonstrable expertise and experience in managing managers, especially across multiple locations and functions. The role requires strong ability to manage specialists with expertise other than their own.

### **Strategic planning and organisational ability**

Demonstrates ability to develop strategic plans and then translating long-term strategy into deliverable actions, and in devising and maintaining performance management processes that enables staff to support the young people to the best of their ability.

### **Decision making skills**

Demonstrates the ability to make clear and well-reasoned decisions under challenging circumstances.

### **Understanding of financial performance data**

Able to understand the drivers of successful financial performance and the presentation of financial data, and to communicate these clearly to others. Able to develop and manage budgets.

### **Strong networking skills**

Demonstrates ability to develop and maintain a strong network of successful relationships across the public, private and voluntary sectors, in order to identify and develop new opportunities to meet the young people's needs.

### **Strong influencing skills**

Both in written and spoken word, able to sell the mission and Baca's Theory of Change in a creative and compelling way inside and outside the organisation. Able to communicate key decisions in such a way as to gain people's engagement and commitment.