

## Job Description - **SEND Senior Delivery Coordinator**

<b>Reporting to</b>	Disability Team Manager, Disability Services Manager
<b>Service Area</b>	Children and Young People (CYP) - Disability Services
<b>Location</b>	Epsom & Leatherhead
<b>Hours of work</b>	35 hours per week 9am-5pm including 1-hour unpaid break Term-time: Tuesday-Saturday/Wednesday-Sunday School Holidays: Monday-Friday
<b>Holidays</b>	Five weeks Annual Leave plus bank holidays. Holidays increase after two years' service to a maximum of six weeks after six years' service. The holiday year runs from 1st April to 31st March each year. <b>(School holidays are key delivery periods and holiday is to be taken in term-time. A maximum of 1 week may be agreed during summer period)</b>
<b>Probation Period</b>	6 months
<b>Contract Type</b>	Permanent - Full time
<b>Grade and Salary</b>	30,873 - 35,306 FTE

### About us

YMCA East Surrey is a vibrant charity that has been actively supporting the local community since 1870. We help people to believe in themselves, support them to achieve their goals and inspire them to be the best they can be by providing services that focus on those who are vulnerable, have a disability or face disadvantage.

### Children and Young People (CYP)

YMCA East Surrey believes in children and young people and seeks to offer inclusive services and activities that support them to make the best start in life by staying safe, being healthy, enjoying and achieving, and making a positive contribution to society. We work with over 9,000 children and young people every year. In FY27 budgeted income was more than £5.4 million – 64% of YMCA East Surrey's total income.

Children and Young People has four service areas:

Youth and Family Services – including Family Centres offering targeted and early intervention support, centre based and detached youth work.

Childcare and Children's Activities – including Pre-schools, out of school childcare, sports and recreation, creche and parties.

Emotional Wellbeing and Mental Health – including one-to-one and group therapeutic services in schools and community settings.

Disability Services – including Short Breaks respite play and youth clubs, LifeWorks Alternative Education Provision and Face2Face parent/carers support.

### Job Purpose

Our Disability Services Team deliver warm and welcoming clubs for children aged 5-18 with disabilities and additional needs, including children who need 1:1 support, running across East Surrey, West Sussex and Sutton. Our inclusive

Clubs provide fun and inclusive activities for children, ensuring that they can play with friends and try out new activities, whilst giving families a break from their caring role. We believe that all children have the right to play, our qualified and experienced staff lead a variety of activities to encourage children to take part and try something new.

Your role as SEND Senior Delivery Coordinator is to lead, coordinate, and deliver a high-quality programme of Short Breaks activity clubs for children operating during weekends and school holidays. You will manage and support a team of Disability Leaders, Senior Play & Youth Workers, Play & Youth Workers and volunteers, to ensure the provision of safe, inclusive, and person-centred care that meets individual needs and promotes positive outcomes.

## **Key Responsibilities**

### **Service Delivery, planning and engagement**

1. Plan and deliver a structured programme of enjoyable, recreational, high-quality activities for children and young people with additional needs and disabilities.
2. To deliver area Clubs in line with agreed delivery plan, attendance, staff and budget.
3. Provide operational coordinator or leader cover across Disability Services as required.
4. Develop strategies and behavioural support plans for young people attending activities.
5. Initiate programmed activities and additional opportunities locally as part of the delivery team.
6. Promote clubs and share stories via social media to raise awareness.

### **Leadership and Staff Development**

1. Lead and line-manage a team of Play & Youth Workers, Disability Leaders, and volunteers.
2. Assist in the recruitment, induction, training, and ongoing development of the staff team.
3. Provide guidance, advice, and coaching as the lead practitioner, including on-site management of club structure.
4. Design and deliver training sessions to CYP staff.

### **Administration and Evaluation**

1. Coordinate planning, allocation of places, and staffing to ensure safe and efficient delivery of clubs in line with agreed deliver plans and budget.
2. Process new referrals, initial assessments, individual care plans, and associated risk or specialist plans.
3. Maintain and monitor attendance levels, waiting lists, and activity budgets.
4. Provide information, guidance, and signposting to parents/carers about local services for young people and families.
5. Attend and participate in relevant internal/external meetings, forums and community events
6. Capture CYP participation, evaluation, using suitable methods, including case studies and photographic evidence.
7. Work closely with children, young people, and their families to identify suitable social, recreational, and leisure activities, and capture their feedback to shape and evaluate future club sessions.

### **Compliance, Safeguarding and Health & Safety**

1. Ensure compliance with Safeguarding Children and Safeguarding Adults at Risk policies.
2. Administer medication, PEG feeds, and undertake movement and handling for children and young people with complex health needs, ensuring all paperwork is completed and transferring knowledge to the staff team.
3. Be responsible for the health and safety of children, young people, and staff.
4. Be lead for Clubs staff team to raise any safeguarding concerns.
5. Ensure any accidents, incidents or safeguarding concerns are logged, triaged, filed and actions completed in a timely manner.

6. Ensure the completion and effective management of all off-site trip risk assessments, and that appropriate mitigation measures are implemented.
7. Manage the venue, ensuring risk assessments are completed and the environment is safe, secure, and suitable.
8. Ensure Short Breaks clubs are compliant with Ofsted requirements through ongoing monitoring.
9. Monitor delivery staffs' work compliances to ensure they are up to date and safe to work. This includes ensuring mandatory training, safeguarding requirements, and documentation are completed and maintained in line with organisational policies and procedures.

### General

- a. Represent YMCA with professionalism and compassion, maintaining a positive and inclusive public image at all times
- b. Participate in supervision, appraisal and learning and development, taking responsibility for maintaining the knowledge and skills required for this role
- c. Take responsibility for your own health and safety and that of others, reporting any risk promptly
- d. Work within YMCAES policies and adhere to the terms outlined within them.
- e. Undertake other duties and responsibilities reasonably requested by Disability Managers.

### Key Working Relationships

- Parent/Carers – liaise on the child/young person's well-being, sharing relevant information about progress, concerns, and achievements. Communicate effectivity regarding concern, incidents, or accidents. Deal with service enquires or complaints.
- Children and Young People – to provide safe, inclusive, and engaging play and youth activities, support individual needs, promote independence, and ensure positive experiences.
- Colleagues – co-operate on safeguarding, health and safety, and activity planning and delivery. Work collaboratively and lead/ coach a team to follow care plans and risk assessments and provide consistent support.
- External venue staff and Activity Providers – effectively communicate and build a professional working relationship to ensure a safe, effective and high-quality service is provided. Promote services and attend recruitment or marketing events.
- Social Workers/ Other Professionals - Work collaboratively and communicate effectively to deliver coordinated, child-centred support for children and young people with disability and their families. Attend professionals meeting with LA or Educational establishments, as well as CYP assessment visits.

### Scope of the Role and Limits of Authority

#### Specialist Resources:

- Management and implementation of individual care plans, behaviour support strategies, and risk assessments. Additionally, leading a team of Disability Play Youth Workers to implement these.
- Handling and administration of Medication.

#### Financial Resources

- Responsible for managing and monitoring expenditure within approved budgets.

#### Information and Communication Resources

- Responsible for accurate completion and of accident/incident and safeguarding reports.
- Maintain accurate records and be responsible for accurate completion, evaluation and storage of all session-related paperwork.
- Handling and managing sensitive personal and medical information including CYP care plans, and staff/recruitment records in line with data protection and confidentiality policies.
- Use of organisational IT systems including Magic Bookings, Health Box HR, MyConcern and training platforms.

## Material Assets

- Use of organisational equipment and resources such as office facilities, vehicles, mobile devices, and laptop as required.
- Use of specialist equipment in line with training (e.g. moving and handling equipment, sensory aids).
- Play, sensory, and communication resources (e.g. PECS, visual timetables, sensory equipment) to support children and young people.
- All delivery sites (YMCA and external), including building security/safety, contents, equipment and resources.

## People Management

- Provides professional leadership, mentoring, and line management for a team of Disability Leaders, Senior/ Play Youth Workers, and Volunteers (Approximately 30).
- Conducts interviews and supports with recruitment process and induction training.

## Delegated Responsibilities and Authority Limits:

- Represent the organisation in internal and external meetings, interagency forums, and consultations related to disability services, as delegated.
- Contribute to service improvement initiatives, quality assurance activities, and continuous improvement, including review of practices, outcomes, and compliance requirements.
- Complete, oversee, and ensure compliance with required risk assessments and ensure appropriate mitigation strategies are implemented and monitored.
- Undertake Building Duty Officer role on a regular basis, including key holder and person in charge of site (with induction and training).

## Legal Regulatory and compliance responsibility

- Ensure compliance with Safeguarding legislation and organisational safeguarding policies and follow guidance from relevant regulatory bodies, including Ofsted, as required.
- Ensure site governance and documents/displays requirements are up to date and meets Ofsted requirements.
- Always ensure compliance with UK GDPR and organisational data protection policies.

## Person Specification

	Essential	Desirable
Education and Qualifications	<ul style="list-style-type: none"> <li>• Minimum Level 3 professional qualification in Childcare, Disability, Health or Social Care or Education (or equivalent)</li> <li>• Commitment to complete a level 3 qualification relevant to children or health and social care</li> </ul>	<ul style="list-style-type: none"> <li>• Positive behaviour support qualification</li> <li>• Relevant training regarding working with children and young people with SEND (e.g., First Aid, moving and handling, distress behaviour, administering medication, etc.).</li> </ul>
Knowledge and Experience	<ul style="list-style-type: none"> <li>• Minimum of two years' experience of working with children and young people with additional needs in a play, educational or social care setting.</li> <li>• Experience of supporting children and young people with complex health needs and distress behaviour.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of managing services, staff, young people with disabilities in a play, educational or social care setting.</li> <li>• Experience of handling and administering medications.</li> </ul>

	<ul style="list-style-type: none"> <li>• Experience of leading and managing a team of part-time staff or volunteers</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of developing and implementing positive behaviour support plans</li> <li>• Experience working or living with someone with SEN or a disability.</li> </ul>
<b>Key Skills and Abilities</b>	<ul style="list-style-type: none"> <li>• Communicates clearly and appropriately for different audiences, using inclusive language and adapting communication style based on feedback</li> <li>• Positive, proactive attitude, works independently and as a team and uses initiative</li> <li>• Effectively monitor and maintain safe working practices</li> <li>• Collaborates effectively with colleague and stakeholders and builds positive and respectful relationships</li> </ul>	
<b>Personal Attributes</b>	<ul style="list-style-type: none"> <li>• Commitment to equality, diversity and inclusion in all aspects of work and understanding of how it applies to own role</li> <li>• Values collaboration and respect for different perspectives</li> <li>• Open to learning and continuous development</li> <li>• Plans and prioritises tasks to meet deadline and organises work efficiently and seeks support where needed</li> <li>• Creates a welcoming and accessible environment</li> <li>• Remains calm in a crisis and effectively handles difficult situations</li> </ul>	
<b>Other</b>	<ul style="list-style-type: none"> <li>• Ability to travel to other venues as required for the role. The organisation will consider reasonable adjustments and alternative arrangements to support this requirement.</li> <li>• Flexibility to occasionally work outside standard hours, including evenings and to undertake overnight stays, when necessary, with advance notice and support provided</li> </ul>	

### Employee Declaration

I confirm that I have read, understood and agree to the expectations outlined in this job description

Name:

Date:

Signed: