

Job Pack: Emerge Kent Area Manager

About Emerge Advocacy

Emerge Advocacy is a registered charity (1171851), set up in 2016. We enable trained youth work staff and volunteers to support young people who are attending A&E because of self-harm, overdose or suicide attempt. We are available in eleven hospitals in **Surrey, Kent and Berkshire**, several evenings and daytimes each week. Our vision is to meet young people at the point of crisis to be a friend, advocate, and ultimately **a voice of hope** which accompanies them in their first steps towards recovery.



Our work

Our project teams come alongside vulnerable young people in a unique way, being a voice of comfort, information and hope. Sitting with them in hospital, we listen to young people, get to know them and encourage them to express their feelings, needs and wishes to other professionals seeking to care for them, **acting as a go-between or advocate** where necessary. We help them engage as fully as possible with statutory services, so they can get the best care and help going forward.



We continue to work with many of these young people in follow-up sessions in their community, for up to three months after their discharge to catch up, listen, and be an encouragement. Our teams build **friendly, trusting relationships** and help young people to find healthier coping strategies for good mental health, reflecting back to them all the good we see in them, and helping them reconnect with a sense of hope in their future.

We are committed to **excellence** in our youth work and our interactions with professionals and all our stakeholders, taking seriously our responsibilities in safeguarding and proper governance. We have a very committed and dynamic board of trustees, led by our Chairperson, Kevin McCormac OBE. Our trustees bring a variety of areas of expertise including law, project management, grant making, and NHS operational management.

We are a Christian Charity; it is the reason we do what we do and it's why we are passionate about supporting and caring for all young people of all faiths and none. We are here to offer care and compassion indiscriminately and we **let our actions speak**. We lead through example, so it is important that all our staff and volunteers are committed to the ethos and values of Emerge. As an employer we are committed to inclusivity, and we welcome and encourage job applications from people of all backgrounds. We

particularly welcome applications from disabled and black, Asian, and minority ethnic candidates. We value diversity and encourage volunteers of all ages and abilities from all sections of the community. Please note we can only accept applications if you have the right to work and/or volunteer in the UK and Ireland. If you fit this description, and you have a genuine concern for young people in crisis, we would love for you to consider applying to work with us.

Our Journey So Far

During 2014 and 2015 our Founder, Joy, saw a need for this type of support through experiences as a youth worker. She shared the idea and it began to gain traction. Joy built initial relationships with her local hospital and started to gather a small team of volunteers.

2016 - Emerge Begins

The first Emerge project opens at Royal Surrey Hospital with Joy and a small team of volunteers beginning to support young people, getting to know hospital staff and gaining experience.

2018 - Funding is Won

Emerge at St Peter's hospital launches in April and other hospitals express an interest in having Emerge too. We develop our self-harm insight training into a package. We are nominated and win the Royal Surrey Patients' Choice Award.

2020 - Queen's Award

Emerge Medway launches in April. During COVID, we switch to a remote support model and are busier than ever supporting young people. We grow our core team to support our growing charity. We are awarded the Queen's Award for Voluntary Service. Our new project launches in Frimley in December.

2022 - Training Developed

We launch our new project in Wexham Park Hospital in Slough. We move into our own office base for the first time. We successfully receive funding for East Kent and recruit new senior leadership colleagues, Project Leads and Youth Support Workers. We are asked to bid for funds to expand into East Kent.

2024 - Preparing for Replication

We continue to work on our East Kent expansion. We are asked to bid and are successful in gaining funding to further explore national replication, launching a research project to scope this. We begin to develop our infrastructure and resources in preparation to mobilise projects run by churches as delivery partners.

2017 - Charity is Established

We become a registered charity and gain funding to employ a youth worker alongside Joy. We share our model to explore setting up a project in St Peter's Hospital, Chertsey, run by local charity East to West.

2019 - Projects Open

We work with Medway Public Health to explore setting up a project. We enter and win the Cinnamon Network's Project Lab competition, beginning work to replicate nationally. News about our work spreads further and we are approached by Frimley and Epsom hospitals about starting new projects.

2021 - Infrastructure Grows

Our new project launches in Epsom in January. We assess our infrastructure and plan for growth, reviewing our leadership structure and internal processes. We launch projects in Darent Valley Hospital and Tunbridge Wells Hospital. We secure funding and launch Emerge East Surrey in August, meaning there is now an Emerge project in every Surrey hospital.

2023 - Sharing Learning

We are successful in funding for East Kent and recruit new senior leadership colleagues, Project Leads and Youth Support Workers. We run insight workshops for parents and professionals and speak at two national conferences. We are finalists in the BBC Making a Difference Awards.

The following pages hold the specifics of the role and the skills and experience needed. Please take time to read the information and, if you choose to apply, refer to how you meet the personal specification in your application.

The Role

Job title:	Kent Area Manager
Reports to:	Head of People Operations
Hours per week:	20, split across a minimum of 4 days
Salary:	£33,670- £36,556 FTE depending on experience.
Location	Working from home, with paid travel for meetings across Kent.
Closing Date:	31st August
Interviews:	8 th -12 th September

The 2 women I saw were lovely and kept me distracted from the reason I was in A&E and they stayed with me for hours.

It was so lovely to talk with them and not sit on my own in the waiting room.

Thank you so much.

Jenna, age 21

This is an exciting opportunity to join the Kent Emerge team and wider Emerge Leadership team!

The Kent Area Manager will work closely with the Emerge Executive team, Volunteer Lead, Kent Project Leads and Reporting Lead to manage the wonderful Kent Emerge team.

It is mainly daytime work, but occasional evening and weekend work will be involved which will be discussed at interview and reviewed at regular intervals. We would agree set working days as a general pattern, but we all work flexibly to accommodate meetings which fall outside of this and manage our diaries accordingly.

This role requires Kent-wide travel and bi-monthly travel to Surrey for meetings. We therefore anticipate it being necessary for the post holder to **drive and have access to a car** for work to facilitate this.

It will be important that the post holder is able to **work from home**, which includes having a space where it will be possible to have confidential conversations when necessary. We do not yet have a set office base in Kent; however, we do expect that the team will need to work together using a mobile working base a minimum of a day per week (currently Wednesdays). You will be supplied with a laptop and a work mobile phone.

As this is a leadership post within an actively Christian setting, applications should be from committed Christians. Schedule 9, Part 1:3(a) of the Equality Act 2010 applies.

There is a further breakdown of the role on the following page, outlining the various elements of the role and the skills and experience we're looking for. Training and support will be provided.

Person Specification

Education:

- Degree level or equivalent experience

Experience:

Essential:

- Experience in leadership or management of a team.
- Strong inter-personal skills, including an ability to network with a range of stakeholders and make connections.

Desirable:

- Experience of working within the fields of mental health, the NHS or youth work.
- Work within a Christian organisation
- Experience of using data to inform practice.

Key skills we are looking for in an Emerge Area Manager:

- ✓ Fully and wholeheartedly embraces and embodies the vision, values, ethos and culture of Emerge.
- ✓ Able to work autonomously, within the vision, values and guidance of Emerge, as well as working collaboratively with others.
- ✓ Has a can-do attitude and is willing and able to manage their time and priorities to facilitate the smooth running and success of Emerge's work in their area.
- ✓ Knows how to work in ways that deescalate potentially difficult situations, involving the right people at the right times and in the right ways wherever possible.
- ✓ Has wisdom and insight to draw out the strengths and giftings of team members while helping them to improve where they can in areas of weakness.
- ✓ Able to use qualitative and quantitative data to inform their management.
- ✓ Is organised and adept in following processes and procedures, and able to equip others to do the same.

In the tables that follow are the specific roles and matching abilities that are needed for an Emerge Area Manager.

Kent Area Manager Role Description and skills required

Element of work	Abilities and Skills required
Emerge Team Life	
Participate in devotions and wider team meetings.	<ul style="list-style-type: none"> - A personal and lived commitment to the values and ethos of Emerge and the ability to encourage others to grow, including in the Christian faith. - Has good self-awareness and is motivated toward personal growth.
Receive line management and takes steps toward personal development.	

Being the face of Emerge in the area	
Being part of the Emerge Leadership team, including attending quarterly meetings. Working collaboratively with the leadership team to oversee and develop the strategy of Emerge's work across the area.	<ul style="list-style-type: none"> - Able to work in a team, with both an eye for detail and the big picture. - Confident and happy to drive regularly around the area, connecting with different projects and stakeholders. - Ability to engage with stakeholders and multi-disciplinary professionals, building good working relationships. This includes having wisdom in how to present and align our work with their processes, agendas and needs and discerning relevant ways to connect, e.g. becoming familiar with the iThrive model and working through its implications. - Understanding how to make an initial approach to a community group or church, and how to follow this through and develop a meaningful relationship.
Representing Emerge at area-wide meetings, forums, events etc and feeding back info / ideas to the Leadership Team	
Supporting Project Leads in the formation and facilitation of Project Advisory Groups and other stakeholder engagement.	
Developing relationship with key funders and potential stakeholders i.e. commissioners, philanthropists, etc.	
Working with the Volunteering Manager in supporting Project Leads to engage with churches, giving presentations etc.	

Management and support of the team	
Support Project Leads with the leadership of their projects, including guidance on team	<ul style="list-style-type: none"> - A leader who enables the team to work well together, play to their strengths, and grow together in a united, supportive environment.

management, strategic planning and pastoral care.	<ul style="list-style-type: none">- The ability to reflect on team practise, discerning what is precious and impactful within it and building on this.- The ability, confidence and wisdom to assess and confront situations and people in a constructive and polite way that empowers and brings positive outcomes.- Able to implement internal processes for consistency of delivery and quality assurance across projects.- Ability to assess training needs and develop Emerge’s existing training package to meet needs as they evolve, including understanding the training available within Emerge, connecting people to others within Emerge who can help develop them, or to liaise with the Leadership Team to enable internal training to be delivered the wider team. In addition, helping people access external courses if the expertise or learning opportunity is not available within Emerge.- Experience and understanding of youth work principles and practices and the ability to help Project Leads and teams develop in this.- Ability to plan and lead orderly team meetings, facilitating collaborative working.- Able to use Emerge IT systems and keep a shared calendar online.
With HOPO, facilitate the induction and training of new Project Leads, helping them progress in learning their role using Emerge’s competency-based review, arranging monthly check-ins on this and working with the new PL to equip them to succeed in their role.	
Meeting with new Project Leads monthly for line management, established Project Leads bi-monthly and those doing peer-line management quarterly. Being available for communication and support between meetings.	
Conducting annual appraisals and six-month check-in’s with Project Leads, using Emerge’s competency-based review.	
Work with the leadership team to inform the training pathway in Emerge, bringing their insights from line management and their position within Emerge to inform and develop this.	
Developing the skills and talents of the Project Leads, with an eye to progression and succession planning.	
Facilitate and lead Kent team meetings every fortnight.	
Supporting the work of the wider charity	
Supporting fortnightly evening and/or holiday backstop cover.	<ul style="list-style-type: none">- Awareness of Emerge’s safeguarding measures and processes, and the ability to follow these.- Confidence and ability to deliver talks and present about Emerge.- An awareness of pastoral support available at Emerge and ability to direct team members to this.
Working with the leadership team to facilitate and develop Emerge-wide resources including parent workshops	
Working with the leadership team to develop funding for the projects within the area.	
Working with the church connections team to periodically visit churches to increase our donor base and recruit volunteers.	
Working with the safeguarding team to ensure correct procedures are followed in the team, and	

supporting project staff to process safeguarding matters which are impacting them, in a way that benefits personal and team development.	
Cover other tasks or responsibilities arising, where possible, dealing with things in a manner which works proactively and de-escalates.	

When applying, please refer to how you meet the personal specification in your application. For an informal conversation about any aspect of this role, please contact Emerge's Head of People Operations – Jo Carter: jo.carter@emergeadvocacy.com

Please include our recruitment email in any communications about this role:

recruitment@emergeadvocacy.com

Thank you for your interest in this position, we very much hope to have the opportunity to explore it with you soon!