

Service Manager

Job Title: Service Manager Inclusion Services

Reports To: Director for Children and Families

Location: Granville Street, Glasgow

Contract: Full time, 35 hours per week (Monday to Friday)

The Service Manager - Inclusion Services will lead the development, delivery and growth of Early Years Scotland's inclusion programmes and services, with a particular focus on supporting children with additional support needs, their families and the practitioners who work alongside them. The post holder will build upon the success of Early Years Scotland's Creating Caring Connections programme, developing innovative approaches that promote inclusion, belonging, positive relationships and improved outcomes for children and families.

The Service Manager will promote and adhere to the values, philosophy and policies of Early Years Scotland at all times and will champion inclusive practice across all areas of the organisation's work.

ACCOUNTABILITY

The Service Manager is accountable to the Board of Directors through the Director for Children and Families.

PRINCIPAL RESPONSIBILITIES

1. Strategic Leadership of Inclusion Services

- Lead the strategic development, implementation and growth of Early Years Scotland's Inclusion Services.
- Build upon and further develop the successful Creating Caring Connections programme, increasing reach, impact and sustainability.
- Develop new programmes, resources and support pathways that improve outcomes for children with additional support needs and their families.
- Ensure all services are aligned with The Promise, GIRFEC, UNCRC, Additional Support for Learning legislation and current national policy.
- Develop and maintain effective partnerships with local authorities, health services, educational psychology services, third-sector organisations and parent-led groups.
- Promote inclusive practice and universal approaches that support all children to thrive.

2. Family Support and Inclusion Practice

- Lead programmes that support children with additional support needs and their families from an early intervention and prevention perspective.
- Ensure families are empowered, informed and involved in decisions that affect their children.
- Support the development of family-centred approaches which recognise strengths, build resilience and reduce barriers to participation.
- Champion neurodiversity-affirming and strengths-based approaches across services.
- Ensure services are responsive to emerging needs and informed by the voices and experiences of children and families.

3. Professional Learning and Workforce Development

- Assist in the design and delivery of professional learning for practitioners, managers and partners on inclusion and additional support needs.
- Assist in the development of training resources, workshops and digital learning opportunities focused on:
 - Autism
 - Social communication needs
 - Trauma and attachment
 - Neurodiversity
 - Inclusive environments
 - Emotional regulation
 - Family support and engagement
 - Early identification and intervention
- Support ELC settings and partner organisations to strengthen inclusive practice and improve outcomes for children with ASN.

4. Quality, Impact and Evaluation

- Develop robust systems for monitoring, evaluation and continuous improvement across all inclusion services.
- Ensure evidence, data and family feedback inform service development.
- Produce high-quality reports for funders, partners and senior leadership.
- Demonstrate the impact of inclusion services through qualitative and quantitative outcomes.

5. Financial and Resource Management

- Manage designated programme budgets.
- Identify opportunities for funding and service growth.
- Support tender development and funding applications associated with inclusion services.

6. Cross-Organisational Responsibilities

- Contribute to organisational leadership and planning.
- Represent Early Years Scotland at local and national forums relating to inclusion and additional support needs.
- Act as an internal champion for inclusion, equity and diversity.
- Deputise for the Director for Children and Families when required.

PERSON SPECIFICATION

Essential

Qualifications

A relevant professional qualification in one of the following:

- Childhood Practice (Degree level or equivalent)
- Early Learning and Childcare
- Education
- Social Work
- Psychology
- Occupational Therapy
- Speech and Language Therapy
- Community Education
- Health Visiting, Nursing or Allied Health Profession

Plus evidence of additional specialist study in inclusion and/or additional support needs such as:

- Postgraduate Certificate/Diploma in Autism
- Autism Practice Qualification
- Postgraduate Study in Additional Support Needs
- Inclusive Education qualification
- Neurodevelopmental Conditions training
- Dyslexia or Literacy Difficulties qualification
- Sensory Processing training
- Attachment and Trauma-informed Practice qualification
- Positive Behaviour Support training
- Makaton or other communication approaches

Experience

- Significant experience supporting children with additional support needs and their families.
- Experience designing, leading and evaluating programmes that improve outcomes for children and families.

- Experience managing and developing staff teams.
- Experience working collaboratively with multi-agency partners.
- Experience delivering training, coaching or professional learning.
- Experience supporting practitioners to develop inclusive and trauma-informed practice.
- Experience monitoring impact and reporting outcomes to funders and stakeholders.

Knowledge and Understanding

- Additional Support for Learning legislation and policy.
- Autism and neurodiversity-informed practice.
- Child development, attachment and trauma.
- Family support and whole-family approaches.
- GIRFEC, UNCRC, The Promise and Realising the Ambition.
- Inclusive pedagogy and early intervention approaches.

Skills and Capabilities

- Strategic leadership and service development.
- Excellent relationship-building and partnership working skills.
- Facilitation and training delivery.
- Report writing, evaluation and data analysis.
- Influencing and advocacy skills.
- Excellent communication and presentation skills.
- Strong organisational and project management skills.

Desirable

Experience

- Leading or scaling inclusion services across multiple locations.
- Managing funded programmes.
- Working within community-based family support services.
- Supporting transitions for children with additional support needs.
- Working directly with autistic children and their families.
- Delivering national training or consultancy services.

Qualifications

- MSc, PG Diploma or PG Certificate in Autism, Additional Support Needs, Inclusive Education or a related discipline.
- Trainer accreditation or coaching qualification.

Personal Qualities

- Passionate about inclusion and children's rights.
- Committed to equity, diversity and belonging.
- Innovative and solution-focused.
- Reflective practitioner committed to continuous learning.
- Dedicated to improving outcomes for children and families through partnership and collaboration.