SERVICE DEVELOPMENT LEAD - DISABILITY & NEURODIVERSITY SERVICES

Employer: Karmand Community Centre
Location: Bradford
Accountable To: Chief Executive Officer / Care and Support Services Manager
Hours: 21 Hours per Week (including occasional evenings and weekends)
Contract: Permanent

JOB PURPOSE

To lead the development, growth, innovation and continuous improvement of Karmand Community Centre's disability, neurodiversity and community support services.

The postholder will identify unmet needs, design and develop new services, secure funding, support commissioning opportunities, establish partnerships and ensure services remain person-centred, culturally responsive, accessible and sustainable.

The Service Development Lead will work alongside delivery and support staff to ensure that children, young people and adults with disabilities, learning disabilities, autism, ADHD and other neurodivergent conditions receive high-quality support that promotes independence, inclusion, wellbeing and positive outcomes.

The role will champion co-production, ensuring that people with lived experience, families and carers are actively involved in shaping the future direction of services.

MAIN RESPONSIBILITIES

Funding, Commissioning and Income Generation

- Research and identify grant funding, contracts and commissioning opportunities.
- Lead the preparation of funding applications, tender submissions and partnership bids.
- Develop project budgets and sustainability plans.
- Monitor funded projects against agreed outputs and outcomes.
- Support preparation of reports for funders, commissioners and stakeholders.
- Build positive relationships with grant makers, local authorities and commissioners.

Partnership Development

- Develop effective partnerships with:
    - Bradford Council
    - NHS organisations
    - Schools and colleges
    - Social care providers
    - Community organisations
    - Disability and neurodiversity networks
- Represent Karmand at local and regional meetings.
- Develop collaborative projects that improve outcomes and maximise resources.
- Raise the profile of Karmand and its services.

Service Development

- Design and develop policies, operational procedures for new projects and service models based on identified need.
- Develop service development plans aligned with organisational priorities.
- Lead pilot projects and oversee implementation of new initiatives.
- Identify opportunities to improve accessibility, inclusion and participation.

Community Engagement and Co-Production

- Ensure people with disabilities and neurodivergent individuals have a voice in service design.
- Establish service user forums, consultation groups and advisory panels.
- Gather feedback and use this to improve services.
- Promote participation, empowerment and self-advocacy.
- Engage with parents, carers and community representatives.

Quality Improvement and Performance

- Develop systems for measuring outcomes and impact.
- Lead service reviews and evaluations.
- Use data to identify trends, opportunities and areas for improvement.
- Support quality assurance frameworks and continuous improvement initiatives.
- Produce performance reports for senior managers and trustees.
- Ensure lessons learned are embedded across services.

Project Management

- Lead service development projects from inception to completion.
- Coordinate project timelines, resources and stakeholders.
- Monitor risks and develop mitigation plans.
- Ensure projects achieve agreed objectives and outcomes.
- Support mobilisation of newly funded services.

Staff and Organisational Development

- Support managers with workforce development planning.
- Contribute to staff training and development initiatives.
- Promote innovation, creativity and best practice.
- Encourage a culture of learning and continuous improvement.
- Support recruitment and induction for new services.

Safeguarding and Governance

- Promote excellent safeguarding practice.
- Ensure service developments comply with legislation and regulatory requirements.
- Support compliance with:
    - Care Act
    - Equality Act
    - Mental Capacity Act
    - Health and Safety legislation
    - Data Protection legislation
- Ensure equality, diversity and inclusion are embedded within all projects.

PERSON SPECIFICATION

- A commitment to co-production and person-centred practice.
- Level 3 or 4 qualification in autism or learning disability practice will be an advantage.
- Diploma in Leadership and Management and commitment to work towards level 4/5.

Qualifications

Essential

- Degree-level qualification or equivalent professional experience.
- Relevant qualification in social care, project management, community development, health, education or related field.

Desirable

- Project Management qualification (PRINCE2, Agile or equivalent).
- Management qualification.
- Bid-writing or fundraising qualification.

Experience

Essential

- 3 years' experience in service development for individuals with neurodivergent characteristics.
- 2 years' experience as a SENCO will be a distinct advantage.
- Work experience in CQC regulated service will also be a distinct advantage.
- Experience of developing services within disability, health, social care or community settings.
- A successful track record in working with commissioners, social workers and other referring agencies to secure referrals, grants and funding.
- Strong partnership-building and stakeholder engagement skills.
- Experience of developing successful referral pathways from commissioners and referring agencies
- Experience managing projects and service improvements.
- Experience working with disabled and neurodivergent people.
- Experience developing partnerships with multiple stakeholders.
- Experience producing reports, impact assessments and monitoring information.
- Experience of consultation and co-production approaches.

Desirable

- Experience working within the voluntary and community sector.
- Experience developing services for culturally diverse communities.
- Experience of social enterprise or community business development.

Knowledge

Essential

- Level 3 or 4 qualification in autism or learning disability practice will be an advantage.
- Diploma in Leadership and Management and commitment to work towards level 4/5.
- Knowledge of service development, policies and operational procedures for safe delivery of disability, neurodiversity and inclusion services.
- Understanding of disability and neurodiversity.
- Understanding of person-centred and strengths-based approaches.
- Knowledge of safeguarding adults and children.

- Knowledge of equality, diversity and inclusion.
- Understanding of funding and commissioning environments.
- Knowledge of quality assurance and outcome monitoring frameworks.

Desirable

- Knowledge of local disability and neurodiversity services in Bradford.
- Understanding of NHS, education and social care pathways.

Skills and Abilities

Essential

- Excellent written and verbal communication skills.
- Strong bid-writing and report-writing skills.
- Ability to develop strategic partnerships.
- Strong project management skills.
- Excellent organisational skills.
- Ability to analyse information and make recommendations.
- Ability to influence and negotiate with stakeholders.
- Ability to manage competing priorities.
- IT competence and data analysis skills.

Personal Attributes

- Passionate about improving opportunities for disabled and neurodivergent people.
- Innovative and solution focused.
- Committed to equality, inclusion and co-production.
- Self-motivated and able to work independently.
- Flexible and adaptable.