



This post is part funded by the European Social Fund

Developing Health & Independence

JOB DESCRIPTION	
Job Title:	Employment & Skills Team Leader
NJC Scale Point:	NJC Pt 23-29 (£26,999 - £32,029), depending on experience
Hours:	37.5 hours per week (1.0 FTE) To include some evening and weekend work dependent on service requirements.
Annual Leave:	26 days plus statutory and bank holidays (1 additional day after each year of service, up to a maximum of 31 days).
Location:	1 Full time post covering Bristol, BANES and South Glos Post holder will be based in Warmley however significant travel across the area will be required for this post. The post holder must be a car driver with access to a car and willingness to use it for business travel
Pension:	Contributory pension scheme (employer's contribution 7% to a minimum 3% contribution from employee).
Accountable to:	Integrated Treatment Service Manager
Accountable for:	Employment and Skills Workers Senior administrator Volunteers and peers

Principle Purpose of the Job

The Employment & Skills Team Leader will be responsible and accountable for overall leadership, delivery and development of the West of England Works Programme across DHI

services. The post holder will work closely with the Senior Administrator, commissioners, other delivery partner leads, DHI Service Managers and Team Leaders and other stakeholders to deliver effective Employment and Skills support to clients across DHI. The team leader will also hold a caseload of clients involving 50% of their time.

Key Duties and Responsibilities

To lead, manage and develop the DHI Employment and Skills team and delivery of the WoEW programme

To supervise and coordinate the work of the team to ensure the delivery of tailored and effective assessment, support planning and interventions to meet the identified education, training or employment (ETE) needs and goals of clients who face multiple barriers to accessing education, training and/or employment opportunities.

To establish effective joint working procedures to ensure the team support the maximum number of clients eligible for the program through close collaboration with internal DHI teams ensuring there are no barriers to access for any specific client group.

To work collaboratively with specialist partners/providers, community and voluntary sector organisations and educational establishments to facilitate services, support and opportunities for clients in line with identified support plan and journey map needs and aspirations.

To ensure that risk management procedures (including Child Protection and Adult Safeguarding protocols) requirements are consistently followed and that service staff are fully informed of the requirements of these procedures

To establish and oversee upkeep of appropriate manual and online recording systems and develop and implement procedures and guidelines to maximise service efficiency and effectiveness and ensure the team comply with WoEW requirements for the project

To act as first point of contact for commissioners, partners and wider stakeholders and positively represent DHI at all external meetings

To ensure the service is managed within budget working in close liaison with DHI finance team

To provide training and guidance to support the wider learning and development of DHI teams so that other non-programme clients may benefit indirectly.

To promote, develop and evaluate opportunities for active service user consultation and involvement in the review of services and ongoing service development

Client facing Work

To carry a caseload of clients and carryout responsibilities as listed within the Employment and Skills Worker JD

Staff Management

Work closely with service managers to manage and coordinate efficient and effective staff deployment within the locality teams to provide adequate cover for all aspects of the service across Bristol, South Glos and Bath and North East Somerset.

To ensure effective line management and supervision of Employment and Skills Workers and peers and volunteers according to DHI policies and procedures and systems.

To be responsible for the recruitment and induction of new staff, following DHI's agreed HR policies procedure and systems.

To develop the locality teams through performance review and appraisal, coaching, motivational techniques, team building and appropriate delegation.

To ensure that risk management procedures (including Child Protection and Adult Safeguarding protocols) are consistently followed and that team members are fully informed of the requirements of these procedures.

To maintain robust performance monitoring and management systems to measure individual and individual team performance in line with strategic objectives, team targets and performance appraisal plans.

To robustly manage and address performance management issues through use of sickness absence, disciplinary, capability and grievance procedures.

Ensure every supervision includes a spot check of supervision/client files (as appropriate) to review the quality of the services provided and ensure all interventions are fully recorded.

Monitoring and Administration

To ensure performance management is embedded within the team with performance against targets communicated through team meetings and project KPIs cascaded to individual team members

To ensure the team comply with organisational and contractual data collection procedures and reporting requirements.

To ensure that key performance targets are met and all monitoring and reporting is completed on time and to the required quality standards.

To ensure workers carry out all necessary administration in relation to casework tasks and to take lead responsibility for monitoring and auditing this according to all DHI service evaluation requirements.

To monitor the teams work around Child Protection and Adult Safeguarding and to provide support and advice to team members around safeguarding when required.

To collaboratively develop, implement and support effective and flexible systems and structures that are responsive to the needs of service users with different levels of risk, complexity and strengths.

Organisational Responsibilities

1. At all times adhere to DHI policies and procedures, with specific reference to:
 - Confidentiality: ensure confidentiality at all times, only releasing confidential information obtained during the course of employment to those acting in an official capacity.
 - Data Protection Act and Information Governance: to comply with the requirements of the Data Protection Act and General Data Protection Regulations (GDPR) and all policies and procedures relating to Information Governance and security of data.
 - Equal Opportunities and Diversity: to ensure that all service users, their partners, colleagues both within DHI and other partner organisations are treated as individuals by following DHI's Equality and Diversity Policy.
 - Health and Safety: to ensure you comply at all times with the requirements of the Health and Safety regulations and DHI's Health and Safety Policy and Procedures. You are responsible for taking reasonable care with regard to yourself as well as any colleague, client or visitor who might be affected by an act or failure to act by yourself.
 - Quality Assurance: to ensure all activities are managed in a way that supports DHI's Quality Assurance systems.
 - Safeguarding: DHI is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment.
 - Lone Working: to work in accordance with the DHI Lone Working policy and procedures.
2. At all times adhere to contract and programme requirements, relevant legislation and good practice guidelines.
3. Participate in the organisational planning processes and contribute to the establishment of DHI's business plan.
4. To contribute to the performance of the host team/service, attending and participating in regular meetings, appropriate training courses and in skills sharing sessions.
5. To participate in regular supervision and support.

This job description contains only the main accountabilities relating to the post and does not describe in detail all the duties required to carry them out. As duties and responsibilities change, the job description will be reviewed and amended in consultation with the post holder.

Developing Health & Independence

Employment & Skills Team Leader

PERSON SPECIFICATION

Essential Skills

1. Flexible, innovative and self-motivated
2. Experience of leading and managing teams
3. Experience of effective collaboration and partnership working at a management level and of building relationships to the benefit of service users
4. Excellent level of IT literacy in MS Office products and data collection systems and excellent organisational and budgeting skills
5. Ability to manage a team to deliver demanding targets and deadlines
6. Enthusiasm for creativity and innovation within a solution focussed framework
7. A commitment to supporting people to achieve positive change, utilising solution focused and strengths based approaches
8. Resilient when working with complex clients who may exhibit challenging or risky behaviour
9. An understanding of the wider national and local agenda in relation to the challenges affecting people who are not in employment, education or training
10. Excellent knowledge and understanding of best practice around Child Protection and Adult Safeguarding
11. Excellent time management skills, with the ability to work independently and collaborate effectively with others.
12. Commitment to equal opportunities and anti-discriminatory policy and practice, with an open-minded approach

Desirable

Professional Qualification in Education, Training or Employment Support (e.g. NVQ L4 Advice and Guidance) or equivalent experience