SUPPORT MANAGER

JOB DESCRIPTION

Job Title:	Support Manager	
Location:	Birmingham/Leicester (Central) Norwich/South East location TBC (Home Counties) London	
Salary Range:	Other	£27,270 - £32,320
	South East	£28,634 - £33,684
	London	£29,997 – £35,047
Reports to:	Area Manager	

What do we need?

The role of Support Manager requires a tenacious, highly organised, motivating and innovative individual, able to work in a fast paced target driven environment to support people with multiple barriers to move into sustainable employment.

Our Support Managers are highly self-motivated individuals who manage a complex caseload of participants to empower them in to sustained employment. With a positive can do attitude they are adept at brokering and sustaining exceptional relationships through reverse marketing with a myriad of employers and community organisations and stakeholders selling the benefit of work, whilst always putting the participant at the heart of every opportunity they create.

Working on a payment by results contract it is essential Support Managers are able to work in a fast paced targeted driven environment, where prioritisation of own workload and exceptional time management skills are demonstrated daily to ensure effective caseload management, working to deadlines and achieving both KPI and target expectations in a peripatetic setting in the communities they work.

This role is perfect for individuals with proven experience of working in a sales based or high target driven environment, whilst being people focussed and who get real reward in empowering and creating positive change in our participants lives. Personality, positivity, strong communication and organisational skills are key

Are you right for the job?

- Do you have a strong track record in exceeding targets and KPIs in a fast paced environment?
- Are you people focussed with exceptional communication and organisational skills?
- Are you adept at prioritising competing demands with a positive can do approach?
- Are you able to broker and sustain effective working relationships with employers and other community stakeholders to create opportunities for the participant you work with?
- Can you independently manage a complex caseload of participants positively overcoming multiple barriers to employment on an outreach basis in the communities you will operate in?
- Are you a local area expert, with strong knowledge of services and employers and support available in your community?
- Do you motivate people, work well in a team and stay focused under pressure?
- Are you prepared to travel regularly to support participants, and effectively manage your diary to achieve this?

Main Duties and Responsibilities:

1. Ensure achievement against service delivery KPIs, targets and outcomes.

2. Engaging participants referred to the Work and Health programme, assessing their support and development needs and working with them to co-produce an action plan (PIAP) into sustainable employment

3. Ensure real time updating of the PEPs database system to ensure quality interventions are recorded and that reporting and management information data is effectively utilised to ensure a quality journey of support

4. Brokering and sustaining excellent working relationships with Key local stakeholders to support Participant development at all stages of their journey in to sustained employment from JCP, to Employers and other community based organisations, creating positive outcomes for our participants, whilst ensuring non duplication of support.

5. Undertake in-work support activities to ensure an individual is able to maintain their employment, identifying and overcoming any risk to achieving this to ensure sustained employment is achieved.

6. Independent, effective caseload management through organising and coordinating a varied timetable of activities, including one to one meetings, job clubs, group sessions and other innovative interventions to progress participant caseload to work ready and in to sustained employment bespoke to their needs

7. Supervise and guide the volunteers in order to provide participants with additional support to access community provision, thereby creating a ‘circle of support’.

8. E nsure the use of Time Credits as a tool to engage and develop participants through volunteering in the local community.

9. Be fully responsible for all tasks related to journey / case management function including maintaining effective and efficient administrative procedures, prioritising and producing appropriate records and reports.

10. Ensure safe working practices are maintained as set out within Shaw Trust's policies/procedures as well as operating within service guidelines when participants require crisis support.

11. Maintain an up-to-date working knowledge of the local labour market, training opportunities and relevant support agencies particularly health and wellbeing service providers

12. Maintain up to date knowledge of the benefit system and entitlements.

13. Provide a quality service which meets contractual requirements

14. To encourage client feedback and user involvement as directed.

This job description is intended to provide a broad outline of the main duties and responsibilities only. The post holder will need to be flexible in developing the role in conjunction with the line manager. The post holder may be asked to carry out any other delegated duty or task that is in line with their post.

Person Specification

Job Title: Support Manager

(E = Essential D = Desirable)

Technical competency (qualifications and training)
• Minimum of 5 GSCEs (A to C) or equivalent qualifications **(E)** • 2+ years' experience in a target driven environment **(E)** • IAG L4 or equivalent; accredited training in relevant disciplines e.g. Cognitive Behavioural Therapy or demonstrative experience at this level and a willingness to work towards and gain relevant accreditation and qualifications**. (D)**
Experience
• Strong track record of successfully working to targets and KPIs **(E)** • Experience in successfully managing and progressing clients or customers to meet their agreed goals and ambitions **(E)** • Experience of working with external stakeholders in providing exceptional customer progression routes, working with employers or local authorities or health services or voluntary sector organisations. **(E)** • Experience of supporting, motivating and advising participants with complex and/or multiple barriers in to sustained **(D)** • Experience of proactively engaging with employers to source, create or tailor employment and training opportunities **(D)** • Experience within the employment/training/recruitment sectors. **(D)** • An understanding of, and positive attitude towards: mental and physical health; community and social inclusion; and a strengths and assets based approach to engaging participants. **(E)**
Knowledge
• Knowledge of the local labour market. **(E)** • Understanding of employer expectations and accessing career opportunities. **(E)** • Knowledge of disabilities and common health conditions and their impact on finding work **(D)**

- Knowledge of challenges faced by long term unemployed **(D)**
- Knowledge of benefit system and employability programmes. **(D)**
- Maintain and update internal databases **(D)**

Skills

- Proactive and solution focused, taking initiative to create opportunities **(E)**
- Passionate about making a positive difference to peoples' lives. **(E)**
- Excellent organisational skills and time management. **(E)**
- Ability to work independently, providing community based support to participants from our centres, co-locations sites and outreach venues, as well as engaging with employers and other stakeholders as required. **(E)**
- Excellent interpersonal, communication and presentation skills. **(E)**
- Flexibility to cope with the varying demands of the role, managing time effectively to achieve the desired results , including regular travel and outreach working **(E)**
- Ability to facilitate, engage, motivate and support partner organisations and participants. **(E)**
- A motivational, flexible and problem solving approach. **(E)**
- Good IT skills, including Microsoft Office. **(E)**
- Positive attitude to disability, health and employment challenges. **(E)**

Safeguarding

- Be able to display an awareness, understanding and commitment to the protection and safeguarding of young people and vulnerable adults. **(E)**
- This post requires a Disclosure and Barring Service enhanced disclosure. **(E)**