SUPPORT MANAGER

JOB DESCRIPTION

Job Title: Support Manager

Location: Birmingham/Leicester (Central)
Norwich/South East location TBC (Home Counties)
London

Salary Range:

Other	£27,000 - £32,000
South East	£28,350 - £33,350
London	£29,700 – £34,700

Reports to: Area Manager

What do we need?

The role of Support Manager requires an engaging, empathetic and motivating individual, able to support people with complex barriers to move into sustainable employment.

Our Support Managers understand their communities and the wide range of services available within them. Brokering routes into existing services and liaising regularly with health professionals, partner organisations and employers in the local community, Support Managers are focused on ensuring every participants' journey into sustainable employment is as smooth and well-coordinated as possible.

Support Managers are able to quickly build rapport with participants and proactively source job opportunities with appropriate employers through reverse marketing. They will maintain supportive relationships with both participant and employer once employment begins. Support Managers are engaging, motivating, assertive and able to manage their diaries in a time efficient manner.

Providing bespoke support to individuals, running regular group sessions, and delivering outreach support where appropriate, Support Managers are the people who can ensure individuals access the right support at the right time and progress towards their employment goals. They are able to adapt the support they provide, according to the changing needs of the participant .

This role is perfect for individuals with proven experience of supporting people with disabilities or long term health conditions in a recruitment environment. The successful candidate will have excellent interpersonal skills, a solution focussed approach, and be highly organised.

Are you right for the job?

- Do you have a strong track record of achieving positive outcomes and targets in a fast paced environment?
- Are you a local area expert, with strong knowledge of services and employers and support available in your community?
- Do you have the ability to tailor your approach and deliver a range of support to individuals with multiple and complex barriers to employment?
- Are you a confident relationship builder , able to create opportunities with employers that match your participant needs?
- Are you prepared to travel regularly to support participants, and effectively manage your diary to achieve this?
- Do you motivate people, work well in a team and stay focused under pressure?
- Do you have the ability and passion to turn around the lives of people through engagement and inclusion?

Main Duties and Responsibilities:

1. 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 into sustainable employment.

2. Working with partners to contribute to and influence the development of the participant's action plan. This could include warm handovers from JCP, integration of support delivered by health providers, or agreeing j oint delivery of support with local authority social services.

3. Motivate participants while managing and facilitating their journey into sustainable employment, based on their co-produced action plan.

4. Undertake or participate in regular case conferences with partner organisations, support services, employers and/or other team members to ensure every participant's journey is smooth and consistent.

5. Organise and coordinate a varied timetable of activities, including one to one meetings, group sessions, outreach appointments, and emplo yer and stakeholder engagement.

6. Build and maintain strong relationships with employers to identify vacancies and where required tailor these to participants strengths and needs.

7. Build and maintain relationships with existing services within the community that will support participants in achieving their employability and wellbeing goals, including voluntary opportunities, benefits advice, counselling, housing support, training, health services and leisure activities.

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

9. Ensure the use of Time Credits as a tool to engage and develop participants through volunteering in the local community.

10. Develop activities for earning time credits within Shaw Trust and the community including setup of new activities led by participants, volunteers and staff

11. Support and encourage participants to spend the Time Credits they have earned to improve their health and wellbeing .,

12. Be fully responsible for all tasks related to journey / case management function including maintaining effective and efficient administrative procedures producing appropriate records and reports, including the updating of participant details on the relevant case management system.

13. 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 .

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

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

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

17. Provide a quality service which meets contractual requirements

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

19. Undertake in-work support activities to ensure an individual is able to maintain their employment and wellbeing, and identify any risk to achieving this.

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)**
- 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 . (E)
- Relevant additional training in the health and social care field including safeguarding, motivational interviewing, mental health awareness **(D)**
- Health or social care recognis ed qualification. **(D)**

Experience

- Strong track record of successfully working t o targets **(E)**
- Experience in successfully managing and progressing a caseload of participants to meet their agreed goals and ambitions **(E)**
- Experience of working with external stakeholders to jointly support participant progression , including employers, local authorities, health services and voluntary sector organisations . **(E)**
- Experience of supporting, motivating and advising participants with complex and/or multiple barriers to employment or engagement with services or social inclusion . **(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)**
- Experience of facilitating and supporting participants with complex and/or multiple barriers (particularly health and social inclusion related) to success in an employability setting. **(E)**
- Knowledge of health and social care system and the application of wellbeing and prevention. **(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)**

- Lived experience of community and participant groups – reflecting demographics **(D)**

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)**

- H&S risk assessments at employer sites

- Local community knowledge – knowing what provision and support services are available locally

- Maintain and update internal databases

Skills

- Proactive and solution focused, taking initiative to create opportunities **(E)**

- Passionate about making a positive difference to peoples' lives. **(E)**

- Good 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 service users. **(E)**

- A motivational, flexible and problem solving approach. **(E)**

- Good IT skills, including Microsoft Office. **(E)**

- Positive attitude to disability, health problems and employment problems. **(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 D isclosure and Barring Service enhanced disclosure. **(E)**