shaw trust

Job Description

Job Title:	Supported Employment Team Leader
Reports To:	IPS & Supported Employment Service Manager
Job Grade:	D - Supervisor or Functional Specialist
Working Location:	Geographical area with regional travel
Required DBS Level:	Enhanced DBS Adult & Child Check

Who we are

Our Vision

A future where good, meaningful, rewarding, purposeful and dignified employment is accessible to all in society irrespective of life circumstances.

Our Mission

To focus our experience, skills, advocacy, and passion to deliver the highest quality services for the people we support and to improve opportunities and access to work now and for the long term.

Our Commitment

To co-create and deliver high quality employability programmes and complementary services for people with complex needs, challenging life circumstances or other barriers that impact on access to work.

Role Description

As a Supported Employment Team Leader, you will lead, coach and develop a team of Employment Specialists, supporting people facing barriers to employment to find, secure and sustain meaningful work. You will play a key role in ensuring participants receive high-quality, person-centred support delivered in line with the Supported Employment Model, the five stages of Supported Employment and SEQF Quality Framework.

You will be responsible for driving performance, quality and continuous improvement across your team, providing regular supervision, field mentoring, coaching and development to support excellent participant outcomes. You will help embed evidence-based supported employment practice across the five stages of Supported Employment, support quality improvement activities and lead your team through quality reviews and SEQF assessments.

What you will be doing

Shaw Trust Registered Charity No. England & Wales: 287785. Scotland: SC039856.

• Provide effective leadership, supervision, coaching and performance management to a team of Employment Specialists, creating a positive, high-performing culture that supports staff development, wellbeing and the delivery of excellent participant outcomes. Identify development needs, support succession planning and build team capability through regular supervision, mentoring and coaching.

• Take responsibility for team performance against contractual targets, including referrals, programme starts, employer engagement, job outcomes, job retention, participant engagement and quality standards. Analyse performance data, address underperformance and implement effective actions to maximise service delivery, participant outcomes and contract performance.

• Ensure service delivery is fully aligned to the Supported Employment Model, SEQF Quality Framework and evidence-based supported employment practice, supporting high-quality delivery across the five stages of Supported Employment: Engagement, Vocational Profiling, Employer Engagement, Job Matching and In-Work Support. Engage in regular fidelity assessment processes and implement improvement actions promptly to address identified gaps. Lead and support participation in internal and external quality reviews, SEQF assessments and continuous improvement activities as part of normal business activity, implementing, monitoring and reviewing improvement plans to enhance service quality, participant outcomes and employer experience.

• Maintain a strong presence within the community through regular field mentoring, observations and quality assurance activity. Support Employment Specialists to continually improve practice across the five stages of Supported Employment, including engagement, vocational profiling, employer engagement, job matching and in-work support, using observations, feedback and performance data to identify development opportunities and improve practice.

• Develop and maintain productive relationships with health services, Jobcentre Plus, local authorities, commissioners, employers, referral partners and community organisations, as appropriate to the contract. Ensure employment support is effectively integrated with local services, community provision and referral partners, strengthening referral pathways, partnership working and positive employment outcomes for participants.

•Support and coordinate employer engagement activity across the team, ensuring Employment Specialists develop effective employer relationships, undertake high-quality employer engagement activity and secure sustainable employment opportunities through personalised job matching and job development approaches. Promote employer education, workplace inclusion and in-work support to improve outcomes for participants and employers.

•Ensure participant records, CRM systems, management information systems and contractual reporting requirements are maintained accurately and in a timely manner. Monitor data quality, safeguarding, information governance, quality standards compliance and operational performance, supporting internal and external audits, quality reviews and quality assurance processes.

•Embed participant involvement, co-production and feedback throughout service delivery,

Shaw Trust Registered Charity No. England & Wales: 287785. Scotland: SC039856.

using participant insight, stakeholder feedback, quality reviews and performance data to drive continuous improvement, innovation and high-quality service delivery. Act as a positive ambassador for Shaw Trust, demonstrating the organisation's values and behaviours through professional, respectful and inclusive interactions with participants, colleagues, employers and stakeholders. Contribute to service improvement activities, share best practice and actively participate in mandatory and role-specific training to support continuous professional development and service excellence.

What we need from you

Must have/be able to:

• Demonstrable knowledge and experience of delivering Supported Employment services, including a strong understanding of the Supported Employment Model, the five stages of Supported Employment, SEQF Quality Framework and evidence-based employment support practice.

• Experience of leading, developing and performance managing individuals or teams, including coaching, mentoring, supervision and supporting performance improvement to achieve quality and outcome targets.

• Experience of supporting disabled people, people with health conditions, neurodivergent individuals or other disadvantaged groups to obtain, retain or progress in employment, together with an understanding of the role employment plays in promoting independence, wellbeing and social inclusion.

• Excellent communication, organisational and problem-solving skills, with the ability to analyse information, influence stakeholders, manage competing priorities and effectively utilise CRM, management information systems and Microsoft Office applications.

Great to have/be able to:

• Experience of preparing for, participating in and responding to SEQF assessments, quality reviews or similar quality assurance processes, including the development, implementation and monitoring of quality improvement plans.

• Experience of working within or alongside health, wellbeing, education, local authority, community or multi-agency services to deliver integrated, person-centred support.

• Experience of supporting employer engagement activity, job development, job matching and the creation of sustainable employment opportunities for disabled people and other disadvantaged groups.

• Experience of reviewing, developing or improving systems, processes or service delivery models to improve quality, efficiency, performance and participant outcomes.

Shaw Trust Registered Charity No. England & Wales: 287785. Scotland: SC039856.

• Experience of budget monitoring, resource planning or contributing to the financial performance and sustainability of a service or contract.

• Relevant leadership, employability, supported employment, health or management qualifications, together with evidence of continuing professional development and a commitment to maintaining professional knowledge and skills.

Shaw Trust Registered Charity No. England & Wales: 287785. Scotland: SC039856.

What we expect from all Shaw Trust Colleagues at this Job grade

• Ability to manage a team if required for role, taking a supportive and open approach with the ability to motivate, coach and performance manage a team

• Good at building relationships both internally and externally. You need to be able to work as part of the team as well as independently when required

• Ability to demonstrate you can successfully work to targets and improve systems and/or processes

• Excellent verbal and written communication skills are key. Ability to interpret data and translate this into a narrative and actions.

• Ability to use your initiative and take a problem-solving approach to work tasks

• Excellent IT skills, including familiarity with Microsoft Office software and previous experience of working with databases

• Be aware of, promote and implement our Integrated Management System which encompasses Environmental, Information Security, Quality, Occupational Health & Safety and Risk.

• To undertake any further training as identified in our review procedures.

• To understand and comply with The Health and Safety at Work Act 1974, The Data protection Act, Safe working practices, risk assessment control measures and statutory provisions as well as maintaining confidentiality about clients, staff, and other Trust businesses.

• To comply with our Diversity and Inclusion Policy. The key responsibilities for staff under this policy are set out in our Code of Conduct.

• To take personal responsibility for risk management by maintaining awareness and reporting risks to avoid the Trust being exposed to unnecessary risk.

• To partake in any additional responsibilities outlined by your line manager in relation to the job role

Shaw Trust Registered Charity No. England & Wales: 287785. Scotland: SC039856.