

Job Description

Job Title: Rapid Response Support Manager

Reports to: Jenny Lester

Salary: £27 – 32K

Location: Lincolnshire

Purpose

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 target 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.

Main Duties and Responsibilities

- Ensure achievement against service delivery KPIs, targets and outcomes.
- Engage participants referred to the Work and Health programme, assess their support and development needs and work with them to co-produce an action plan (PIAP) into sustainable employment.
- Ensure real time updating of the CRM 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.
- Brokering and sustaining excellent working relationships with Key local stakeholders, to support Participant development at all stages of their journey into sustained employment from JCP, to Employers and other community based organisations, creating positive outcomes for our participants, whilst ensuring non duplication of support.
- 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.
- 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 into sustained employment bespoke to their needs.

Other

1. To undertake any further training as identified in the Shaw Trust review procedures.

2. Ensure that safe working practices are followed in respect of COSHH and other Risk Assessment control measures.
3. Employees must comply with the provisions of 'The Health and Safety at Work Act 1974' and must take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts of omissions whilst at work. Employees are also required to co-operate with their employer to enable them to perform or comply with any statutory provisions. The Trust's efforts to promote a safe and healthy working environment can only succeed with the full co-operation of its employees.
4. To understand, comply with and promote Shaw Trust's safeguarding policy and procedures. It is the responsibility of all employees to make the working environment safe and secure for all. Everyone must adhere to the 5 Rs in relation to possible abuse: Recognition, Response, Reporting, Recording and Referral. The Trust can only ensure its dedication to the protection of vulnerable people with the full cooperation of its employees.
5. The Trust has a Diversity and Inclusion Policy and it is the responsibility of all staff to comply with this. The key responsibilities for staff under this Policy are set out in the Trust Code of Conduct.
6. To maintain the confidentiality about clients, staff and other Trust business. The work is of a confidential nature and information gained must not be communicated to other persons except in the recognised course of duty. The post holder must meet the requirements of the Data Protection Act at all times.
7. To maintain awareness of risk and to take personal responsibility for ensuring that the Trust is not unnecessarily exposed to risk. To report any issues or concerns relating to risk and the effectiveness of the Trust's risk management arrangements.
8. Be aware of, promote and implement Shaw Trust's Risk, Quality and Information Security Management Systems.
9. To report to line manager, or other appropriate person, in the event of awareness of bad practice.
10. Recycle and manage energy within your environment in line with Shaw Trust's Strategic aim to adopt green approaches and become carbon neutral.

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.

<p align="center">Person Specification</p> <p align="center">Job Title:</p> <p align="center">(E=Essential D=Desirable)</p>
<p>SKILLS AND CORE COMPETENCIES</p>
<p>Technical competency (qualifications and training)</p> <ul style="list-style-type: none"> •
<p>Experience</p> <ul style="list-style-type: none"> • To have a strong record of accomplishment in exceeding targets and KPIs in a fast paced environment. • A local area expert, with strong knowledge of services and employers and support available in your community.
<p>Skills and Attributes</p> <ul style="list-style-type: none"> • Adept at prioritising competing demands with a positive can do approach. • Independently manage a complex caseload of participants, positively overcoming multiple barriers to employment on an outreach basis in the communities you will operate within.
<p>Personal qualities, communicating and relating to others</p> <ul style="list-style-type: none"> • Be people focussed with exceptional communication and organisational skills. • Able to broker and sustain effective working relationships with employers and other community stakeholders, to create opportunities for the participant you work with. • Ability to motivate people, work well in a team and stay focused under pressure
<p>Safeguarding</p> <ul style="list-style-type: none"> • 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 Check at a XXXXXX level (E)
<p>Other</p> <ul style="list-style-type: none"> • Have an understanding of and be able to demonstrate a commitment to Equal Opportunities and Diversity. (E)