

Job Description

Job Title: Team Leader

Reports to: Regional Manager

Location: Homebased

Purpose

Main Duties and Responsibilities

Role Overview:

- To line manage a team of custodial/ community-based Case Managers, overseeing all participant support interventions.
- To monitor, manage and report on individual and site performance targets on a daily, weekly and monthly basis, working closely with the Regional Manager to identify performance improvement actions and best practice at individual and site level.
- To monitor data flow, information sharing protocols and accurate recording of referrals and cohort data.
- To ensure Case Managers adopt a multi-agency approach, working with a range of statutory and non-statutory partners including Community Rehabilitation Companies, National Probation Service, Youth Offending Services, and voluntary agencies to break down participant barriers to progression.
- To take on a caseload should it be required on an interim basis, in the event of annual leave, sickness or staff turnover.

Principle Accountabilities:

Line management:

- Support, guide, supervise and line manage a team of custodial and community-based Case Managers.
- Assess the training and support needs of team members and ensure that these are appropriately addressed.
- Lead team meetings and individual weekly, monthly & annual performance reviews.
- Actively manage and monitor the team's achievement of daily, weekly and monthly performance targets, reporting to Regional Manager in a timely manner as required.
- Ensure all team members are accountable for timely, accurate and high quality data input onto CATs, including daily monitoring of key performance, data integrity and exception reports.
- Ensure Case Manager adherence to Shaw Trust and HMPPS policies and procedures.

Delivery oversight:

- Oversee and assist in the identification and assessment of eligible offenders, working with prison and community-based stakeholders to develop robust, secure referral routes and data sharing mechanisms.
- Oversee 1-2-1 case management activity, ensuring robust Action Plans are put in place and are regularly reviewed, driving achievement of programme objectives.
- Conduct regular caseload reviews ensuring all Case Managers are making sufficient referrals to other CFO3 support such as Mentoring, SSP 's and the Employer Engagement team.
- Monitor performance submissions and pipeline to ensure contractual performance is in line contractual profiles.
- Manage Case Managers local use of participant discretionary spend, ensuring it meets eligibility criteria and collation of appropriate evidence and approving as eligible spend; uploading approved spend evidence onto the CATS database as appropriate.
- Identify, source and onboard training providers that meet the ever-changing needs of the CFO3 cohort. Ensuring this is in line with the commissioner's procurement processes and guidance.
- Manage all training delivery to meet HMPPS funding and performance requirements, ensuring this is also in line with Shaw Trust processes as outlined on Intend.
- Develop referral pathways and joint working protocols within the prison and community, ensuring all eligible cohort participants are identified and minimising duplication of resources.
- Support effective communication between prison and community teams, subcontractors and other support agencies to ensure a smooth through-the-gate-transition for participants.
- Review all participant feedback and use this to inform Continuous Improvement Planning in conjunction with the Quality & Data Integrity Team.
- Ensure that risk is robustly identified and managed throughout case management provision.
- Take on a caseload should it be required on an interim basis, in the event of annual leave, sickness or turnover.
- Understand and adhere to all responsibilities to ensure that the quality requirements of Shaw Trust's Quality Assurance Framework, funding body, Investors in People, OFSTED, DWP Quality Framework, or any other contract stakeholder, are maintained.

Relationships:

- Work collaboratively with HMPPS CFO Regional Manager, Quality Assurance & Data Integrity Team, Finance Team and subcontractor teams to ensure standardised approaches to delivery.
- Liaise closely with other Team Leader(s), Employer Relationship Manager and Supply Chain Managers to ensure combined performance and target setting meets, and exceeds, the monthly and overall contractual totals.
- Drive successful partnership working with various statutory and non-statutory agencies both in prison and in the community, ensuring our service aligns with and does not duplicate existing provision.

GENERAL RESPONSIBILITIES:

- Ensure that you work to the SHAW TRUST Group's vision, values, objectives and priorities and are strongly committed to them
- Understand and adhere to all responsibilities to ensure that the quality requirements of Shaw Trust's Quality Assurance Framework, the prime contractor, funding body, OFSTED, DWP Quality Framework, or any other contract stakeholder, are maintained
- Promote the principles of Equality and Diversity and ensure that the policy is fully applied at all times
- Understand and be committed to all personal responsibilities under Health & Safety and Safeguarding procedures, and ensure that the policies are adhered to at all times
- Ensure that the Code of Conduct, Data Protection, Harassment & Bullying, Confidentiality, Anti-Fraud, Data Security and all other policies of the Company are fully applied at all times
- Strictly adhere to all SHAW TRUST processes and procedures
- Ensure individual expertise and subject area knowledge is up to date through Continuous Personal Development, including sharing good practice, engaging with training and acquiring / maintaining any individual qualifications required for the role.
- Work flexibly in the field and across offices, as and when directed by line manager.
- As necessary, and in addition to the above, undertake other activities commensurate with the nature of the post.

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>Person Specification Job Title: (E=Essential D=Desirable)</p>
<p>SKILLS AND CORE COMPETENCIES</p>
<p>Technical competency (qualifications and training)</p> <ul style="list-style-type: none"> • IAG qualification e.g. NVQ Information, Advice and Guidance, PTLLS L3 (D)
<p>Experience</p> <ul style="list-style-type: none"> • Demonstrable experience of leading a team of case management staff to achieve programme objectives and KPIs. (E) • Demonstrable experience of motivating and supporting individuals with multiple and complex needs to overcome barriers and progress towards education, training and employment. (E) • Proven experience of achieving – and supporting others to achieve - qualitative and quantitative targets. (E) • Experience with data entry, monitoring and analysis to drive performance. (E) • Experience of leading teams supporting offenders in custody and/or community to progress towards education, training and employment. (D) •
<p>Skills and Attributes</p> <ul style="list-style-type: none"> • Able to motivate and lead others. (E) • Strong communication and negotiation skills, able to build relationships with stakeholders to achieve programme aims. (E) • Proactive identification and resolution of risks and issues. (E) • ICT proficiency including all major Microsoft applications. (E) • Able to demonstrate a resilient and robust approach to working within challenging and unpredictable environments. (D) • Knowledge of European Social Fund monitoring and audit requirements. (D)

Personal qualities, communicating and relating to others

- Self-management – manage workload effectively (E)
- Relationship management – develop and maintain productive relationships with your Team, Management, Clients, Partners, Sub contractors and all key stakeholders. (E)
- Customer and Employer focused – committed to understanding client aspirations, supporting their needs. (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 Check at a basic level (E)

Other

- Have an understanding of and be able to demonstrate a commitment to Equal Opportunities and Diversity. (E)