**Team Manager**

**Includem Job Description**

**Job Title:** Team Manager

**Service:** Dundee Core

**Hours and work pattern:** 37 hour per week – Flexibly 5 days over 7 - with overnight back up responsibilities on a planned basis.

**Reports to:** Assistant Service Manager

**Financial Accountability:** Low / Medium

**Salary:** starting at £ 34,765.00 gross p/a

**Holiday entitlement:** starting at 28 days per annum plus 9 public holidays.

**Base:** Unit 2.6, Discovery House, Technology Park, Gemini Crescent, Dundee, DD2 1SW

**Purpose of Role**

At includem we work closely with children, young people, families, and services across the community to support young people to make positive life choices and progress towards the type of future they want to live. A key role, the team manager will have responsibility for all aspects of the service in line with contract expectations. This requires ownership and the ability to influence and communicate across a variety of forums. The team manager will be able to make links for staff between strategic objectives and the day-to-day delivery of the service. It is important that the quality of service provided is high and that resources are managed effectively and in line with budgets.

**Key Objectives**

Overall, the focus of the Team Manager is to lead and develop a team of professional individuals to be accountable, responsible to take managed risk to meet the needs of the young people, their families/carers and service funders from entry through to move on, ensuring outcomes are evidenced and recorded on our Management Information System.

Engage effectively with partner agencies on a day-to-day basis and pro-actively seek new opportunities for partnership/collaborative working.

Ensure evaluation of Includem service is happening at all levels and that information is

actively recorded and utilised to promote services internally and externally.

# Main Duties and Responsibilities

* Day to day management and responsibility for the quality of the service
* Provision of support and supervision to all staff linked to the service and more widely across the organisation in relation to 24/7 management support.
* Participate in backup manager rota on a planned basis to offer scaffolding of support to all staff and the 24/7 helpline.
* Responsible and accountable for delivery of service in line with contract expectations
* Quality assurance of all work linked to the service with focus on service improvement; there should be a key focus on feedback and participation of those receiving support.
* Participates in recruitment and selection activity
* Participates in the delivery of induction training for staff at all levels
* Participates in external contract meetings
* actively contribute to monitoring of service delivery against contractual obligations
* Attend referral meetings responsible for all aspects of referral management
* Participates in and facilitates Team Meetings and Mentor meetings
* Overview of referrals and allocation of work
* Overseeing deployment and active influencing in resource management
* Actively participate in helpline service and management of daytime back up to ensure 24/7 support and crisis management with risk enablement being at the heart of professional judgement and decision making.
* Supporting the team to evidence examples of good practice for use by the Development team.
* Engage effectively with partner agencies on a day-to-day basis and also pro-actively seek new opportunities for partnership/collaborative working.
* To work collaboratively and effectively with all functional supports & other service staff across the organisation.
* Any ad hoc duties as reasonably directed by an includem manager.

# Additional Information

There may be an additional requirement for some travel between includem offices.

**Person Specification and Requirements**

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| **Essential Skills and Experience** | **Desirable Skills and Experience** |
| You will be educated to SCQF Level 9 <https://scqf.org.uk/level-9/> | relevant skills and experience in working with young people or young adults with mental health needs at a similar level. |
| Registered with SSSC without conditions as a supervisor  Proven experience at Project Worker level | previous experience of line managing/ supervising |
| Experience of working in social care, including leading on cases, specifically with young people and families |  |
| **Essential Qualifications** | **Desirable Qualifications** |
| Register with SSSC as Care at Home Supervisor (once in post) | SVQ 4 (or willing to work towards)   |  |  | | --- | --- | | PDA in Health and Social Care Supervision at SCQF Level 7 |  | |

Service Standards for Team Manager

Service delivery: a team manager will demonstrate leadership and ownership over effective service delivery by managing outcomes for young people, staff and the organisation

Influencing: a team manager will demonstrate leadership and ownership to effectively influence outcomes for young people, people management, service delivery and quality assurance to contribute to incremental quality improvement in practice and performance

People: a team manager will demonstrate effective people management through ownership of early identification and follow through of support approaches and possible concerns to ensure proportionate responses that minimise the impact on young people, the staff and the organisation

Resources: a team manager will demonstrate effective resource management for the young people, staff and the organisation by use of coaching, supervision, training opportunities and application of policies and procedures.

Quality assurance: a team manager will demonstrate leadership in all areas of quality assurance to ensure improvements in practice, outcomes for young people performance management and service improvement.