

JOB DESCRIPTION – Team Manager

Purpose & Context of Role

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 in order to meet the needs of the young people, their families/carers and service funders from entry through transitions to exit, ensuring outcomes are evidenced and recorded on our Management Information System.

Key Priorities of the Role

Service Delivery

Managing service delivery to maximise capacity and ensure compliance with contract specifications and in line with professional and organisational standards, whilst also evidencing support to YP through transitions beyond Includem.

Maintaining a YP focus in relation to services delivered by ensuring best outcomes are achieved and recorded for young people. This includes having an overview of referral priorities, and subsequent support planning, risk assessment, use of A Better Life and the disengagement process in line with SHANARRI indicators.

To ensure the referral routes into Includem meet the organisational purpose and ensure the service delivery remains focused on the high risk, most vulnerable and excluded young people.

Actively participate in helpline service and management back up to ensure 24/7 support and crisis management with risk enablement being at the heart of professional judgement and decision making.

Resources

Managing staff resources & deployment in an effective, efficient and ethical manner, including:

- Understanding costs
- Managing sickness & absence
- Monitoring staff activity
- Succession Planning

Ensure auditing and effective management of staff resources in relation to:

- Petty Cash
- Mileage
- Deployment activities in relation to YP support planning.

Ability to recognise individual strengths and development areas and actively takes responsibility for continued professional development of self and others.

Actively uses the full range of information resources in relation to Includem's Management Information Systems (MAPS) & reporting frameworks to demonstrate effective tracking and recording of YP outcomes from referral through transition to exit.

Quality Assurance

Quality of work is apparent through effective support planning and into transitions.

Quality of work is tracked and monitored through effective supervision

Auditing and measurement processes evidence that practice is meeting Includem standards, P&P, National Standards and is producing positive outcomes for YP.

KPI's are effectively delivered, with particular emphasis on feedback from YP, Parent/Carers and transform these into improvements to service/performance

Seek to ensure complaint resolution at the earliest opportunity

Staff

Proactively manage individuals and teams and be accountable for:-

- Levels of performance of individuals and team
- Effective use of the Policies, Procedures and Standards to ensure professional workforce
- Transparency and accountability re decision making
- Quality of PMDR & supervision provided to all staff
- Ensuring a safe working environment through effective risk enablement

Demonstrate leadership and vision for staff team by:-

- Create shared understanding and vision re strategic objectives
- Role model appropriate practice standards and professional boundaries
- Adopts a learning culture with team building, team training & team development sessions being evident to increase professional practice
- To recognise how dispersed leadership at all levels increase individual capability and evidences better impact for young people and their families/carers

To work collaboratively and effectively with all functional supports & other service staff across the organisation

Influence

Ensure self-presentation is professional, credible accurate and accountable in external and internal operational relationships in order to

- Ensuring more positive outcomes for YP
- Ensure effective transitions are achieved for young people to sustain successful independence beyond Includem
- Be able to articulate and endorse the Includem framework of intervention and full range of services available
- Make a useful contribution to wider strategic/policy agenda internally and externally as necessary

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

Models positive leadership that is accountable, positively role models and leads by example.

Ensure evaluation of Includem service is happening at all levels and that information is actively recorded and utilised to promote services internally and externally

Role Profile –Team Manager

Essential Criteria

- Educated to degree level with relevant qualification(s) in Social Work, Social Care, Community Work, or related profession
- Experience of managing/supervising professional individuals delivering high quality services that are outcomes focused and professional in line with National and Organisational Standards
- Understands the need to maximise all service delivery resources efficiently and effectively to meet the needs of people who use services and their families/carers.
- Proven skills in influencing, communication and working collaboratively with internal and external colleagues, building professional networks to enhance organisational profile
- Knowledge of children and young people policies/ legislation and frameworks of support in a day to day operational sense and can demonstrate how outcomes focused support to young people and their families/carers can make a difference
- Ability to evidence personal drive, innovation, confidence and commitment to engage others, especially in change management initiatives
- Resilient with flexibility and adaptability with ability to self-manage and work on own initiative.
- Puts risk enablement at the heart of decision making.
- Ability to drive and have access to own vehicle for work purposes
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Desirable Criteria

- Relevant Post Graduate Qualification or equivalent
- Understanding of Includem work and profile and how this fits with supporting the most vulnerable, high tariff, young people to achieve more social included futures
- Understands the importance of dispersed leadership and how this can positively influence behaviours that inspires and motivate others to make a real difference in service delivery
- Can make the direct links between a positive learning and how reflective practice builds workforce capacity where accountability and responsibility enables people to feel valued