



Role Profile



Job Title: Supported Employment Team Leader	Role Profile Number: PCDH89
Grade: Q Grade	Date Prepared: May 2021
Directorate/Group: Children's services / Inclusion & Achievement	Reporting to: Service Lead Young People EET
Structure Chart attached:	No

Job Purpose

The Team Leader – Supported Employment Service is responsible for the day-to-day operational leadership of the Supported Employment Service.

The Team Leader will establish strong professional and interpersonal relationships with employers, stakeholders, other teams, participants and their families and work with partners to ensure that participants achieve positive outcomes into employment.

The post holder will lead on the Employer Engagement aspect of the work of the Supported Employment Service.

This role is fully funded by the European Social Fund and The National Lottery Community Fund as part of the national Building Better Opportunities programme and will be solely employed on the programme delivery. The role is funded this way until the end of April 2023

Key Accountabilities

- Lead the operational delivery and performance of a small team providing specialist employment support to community members who face barriers but are motivated to work, including promoting education and training opportunities that will move participants closer to employment.
- Take the lead on Employer Engagement to ensure opportunities for participants are maximised, working effectively with other colleagues such as the Apprenticeships and HE Project Manager, Economy and Growth Team and other networks.
- Take a supporting role in the development and delivery of the Youth Education, Employment and Training Hub along with the Team Leader – EET Service, ensuring it is effectively staffed and working with partners to meet the needs of participants.



- Ensure effective triaging of referrals to ensure they are appropriate for the service and signpost to other providers/ services where not appropriate.
- Ensure participants receive the agreed services to the standards agreed with Building Better Opportunities and SBC minimum standards.
- May work with a small caseload of participants as well as managing the caseloads of the team.
- Analyse performance against service standards, identify areas in need of improvement and apply corrective action, producing and presenting reports and outlining planned activity and recommendations at quality assurance meetings and other meetings as appropriate.
- Monitor the performance of the team to ensure they are delivering the required services, on time and to the required standards and enabling the council to meet the requirements laid out by the external funding partners and it's targets in relation to EET for Swindon Borough Council.
- Ensure appropriate staff are recruited as necessary, and all staff in the service understand their objectives and have received the necessary training to deliver them.
- Collaborate with peers in related services, both within and outside the Council, to ensure the service is promoted and delivered to participants in a timely manner.
- Create an annual departmental budget and monitor usage to ensure it is not exceeded.
- Collate the data necessary for monthly and quarterly reporting (both internal and external) of achieved service standards; identify trends and draft a monthly report highlighting trends to be considered at quality improvement boards and other appropriate forums and meetings. In line with Building Bridges data governance agreements.
- Respond to requests for data from colleagues and other agencies and supply the information requested in the necessary format in relation to EET for SBC.

Knowledge & Experience

Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:

- Specialist knowledge and a deep understanding of approaches proven to work in terms of supported employment. Including a qualification or willingness to work towards in Supported Employment Practice at least to level 3.
- Solid understanding of the different needs of the priority groups and barriers to employment that people experiencing disadvantage live with.
- Knowledge, understanding and experience of employing strengths based models of work with individuals and groups.
- Experience of leading and managing teams, including recruitment and selection, performance management and target setting.
- Budget setting and monitoring for service area and input into business continuity planning.
- Ability to organise own and team caseloads and projects over weeks/ months and/ or plan ahead for others, taking account of conflicting priorities and the impact on targets



Qualifications

- Higher level qualification (Level 4 or above) or substantial relevant experience
- A qualification in Supported Employment Practice at least to level 3 (A Level) or proven compensatory experience.

Decision Making

- Will make recommendations for final agreement and sign off by a senior manager in relation to continuity of service, recruitment, budget management and provision of excellent service and achievement of good outcomes for participants.
- Works within a strict framework of processes, policies and procedures and manages provision to ensure priorities of key stakeholders are met.

Creativity and Innovation

- This role works within established frameworks and procedures as set out by the funders, however the post holder does have the freedom to interpret them to solve problems from a background of conceptual understanding as long as work remains within agreed parameters.

<p><u>Job Scope</u></p> <p>Number and types of jobs managed <i>Manages a small team of staff including Employment Coaches, Triage worker and Administrator.</i></p> <p>Typical tasks supervised/allocated to others</p> <ul style="list-style-type: none"> • n/a 	<p>Budget Holder</p> <p>Responsibility <i>Budget responsibility for c£300K</i></p> <p>Asset Responsibility:</p>	<p>Yes</p> <p>.</p>
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Contacts and Relationships

(how the role relates to the work of others i.e. officers, groups, committees, general public, members, partner organisations, internal and external contacts of the council)

- Will have regular contact with key partners, other services and agencies, professional practitioners and participants.
- Communication can be in all forms including in person, by telephone, email or virtual meeting. Will also be expected to present at quality improvement boards and other team meetings to raise awareness,



report on impact of work and to identify additional joint working or funding opportunities

- Social work assistant team managers.
- Participants
- Key partners and stakeholders such as Building Better Opportunities.

Values and Behaviours

We strive to underpin our culture of being ‘At our Best’ through strong management and authentic leadership. This means getting the management basics right. We own and demonstrate accountability, both individually and collectively, and aim to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, by displaying:

- Accountability at all levels
- Customer care and pride in what we do
- Continuous learning and evaluation
- Valuing one another and the contribution each of us makes

Other Key Features of the role

(working environment / emotional / conditions i.e. regular outside work, unpleasant or hazardous conditions, practical demands such as standing, carrying or working in constrained positions, potential verbal abuse and aggression from people, or risk of injury).

Employee Signature:	Print Name:
Date:	
Line Managers Signature:	Print Name::
Date:	