

Job Title: Support into Employment Team Leader (Supported Internships).	Role Profile Number: SBC_11888
Grade: 9	Date Prepared: Feb 2024
Directorate/Group: Stronger and Safer Communities	Reporting to: Head of Skills and Education Partnerships
Structure Chart attached:	No

Job Purpose

- The Team Leader – Support into 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.
- To manage a team of Employment Advisors to deliver specialist support and advice to connect young with learning disabilities and/or autism and other conditions to jobs.
- Provide specialist advice to senior managers, local businesses and external organisations around employment support, generating opportunities and jobs brokerage.
- To develop and deliver a Supported Internship project, ensuring quality and value for money at all times, and that the service complies with relevant legislation, regulations and policies.
- To manage a caseload and ensure distribution of cases to team.
- The Team Leader – Supported Internships service is responsible for the maintenance, supervision and development of systems and processes for the Supported Internships Programme. Ensuring accurate and compliant storage of all data held on the systems. Timely reviews and accurate transmission of this data in a variety of forms to prime contractor: In particular, statutory funding agencies in order to draw down appropriate funding for the service and comply with inspection and funding regimes. Line management of the Supported Internships Job Coaches.

Key Accountabilities

Supported Employment Programme

- 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.
- 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 lead role in the 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 residents.
- Ensure effective triaging of referrals to ensure they are appropriate for the service and signpost to other providers/ services where not appropriate.
- 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 it's targets in relation to EET as well as meeting the requirements laid out by the external funding partners.
- 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 residents 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.
- Respond to requests for data from colleagues and other agencies and supply the information requested in the necessary format.

Supported Internship Program – Project Search

- To lead the maintenance, supervision and development of systems and processes for the Supported Internship Programme in order to draw down appropriate funding for the service and comply with inspection and funding regimes.
- Submission and compilation of other statutory and ad hoc submissions as required.
- Ensuring staff are well informed and motivated to contribute to improvements in processes and procedures that will deliver efficiencies and service enhancements, quality standards and programmes of work.
- Development and maintenance of a reporting framework to support the management of the efficiency and quality of the provision; this would include a schedule of internal audits and a timetable of key reporting and other dates.

- Provision of operational reports to support the smooth running of the Supported Internship programme.
- Provision of ad hoc reports to support particular business needs arising e.g. Self-Assessment Reporting, Programme Service Standards, Good News Stories.
- Keeping up-to-date with statutory rules and guidance through reading, attendance at regional and national update events, and participation in forums. Translate this knowledge into day-to-day data and information operational practices and Supported Internship programme delivery.
- Provision of training and development of training/materials for all users.
- Responsible for the development of the Supported Internship project team with reference to the relevant management guidelines, strategies, quality service standards and programmes of work.
- Day to day line management of Supported Internship specific Job Coaches that will undertake effective job matching and preparing individuals for interview or assessment, including one-to-one and group sessions such as pre-screening sessions with interns and provide travel training where appropriate.
- Quality assure the completion of support plans that will enable the interns to become competent in work and related skills and to provide high quality support within the learning environment. Identify areas of good practise and/or areas for development.
- Engagement and coordination with internal/external IT services over software, hardware and technical aspects as required for the programme to be delivered remotely.
- To co-ordinate partnership working with stakeholders and existing networks including parents, schools, colleges and post 16 providers that can help create and deliver supported internships to increase the number of young people with special education needs (SEND) moving into paid employment within the borough. Work with service users and employers as necessary to enable potential beneficiaries to take make appropriate choices and encourage participation and engagement.
- To be an active member of the Employment, Learning & Skills Division, including promoting the understanding of the Supported Internship programme to ensure that employers and partner organisations understand what is required to employ a diverse workforce.
- To work closely with the Division's managers in ensuring a joined up employment, learning and skills service for participants. Plan and co-ordinate awareness sessions to overcome equality and diversity, inclusion and employment. Raise awareness of the Disability Confident scheme with locale employers.
- Undertake any other duties and responsibilities as may be assigned, often outside of normal working hours which are commensurate with the grade of the job.

Funding for Internships

- Undertake any other duties and responsibilities as may be assigned to complete action plans making sure all KPI's are met.

Knowledge & Experience

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

Knowledge

- Understanding of Supported Employment, including the five-stage model (vocational profiling, employer engagement, job matching, in-work support and career development).
- Understanding of Supported Internships
- Knowledge of the recruitment processes required by a range of employers.
- Understanding of the barriers faced by disadvantaged groups in accessing employment, and ways in which these can be addressed and overcome.
- Knowledge of Benefits and In-Work Benefits systems and how these affect unemployed people entering into to work.

Experience

- Experience of working with people with learning disabilities and/or autism.
- Experience of working on employment and training initiatives.
- Experience of assessing and matching candidates to vacancies.
- Experience of, and a commitment to, working within Equal Opportunities objectives relating to employment and service delivery.
- Experience of delivering work in a target and deadline driven environment.
- Experience of managing staff with the ability to mobilise resources effectively and motivate others to deliver on objectives.
- 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

Skills

- An ability to work effectively on partnership projects across organisational boundaries and to tight deadlines.
- An ability to work effectively with employers and external partners.
- Excellent verbal communications skills including an ability to communicate and negotiate with diplomacy in a range of settings at senior levels.
- Excellent written communications skills including the ability to market and promote the service to a range of audiences in a variety of settings.

Qualifications

- Degree or equivalent or vocational qualification in relevant subject or area

- Evidence of Continuous Professional Development: specialist courses or training taken to update knowledge of learning disabilities/autism, or skills and knowledge to support career progression.

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</p> <ul style="list-style-type: none"> • Manages a small team of staff including Employment Advisers and Job Coach. • Scope and follow on any funding requests for Supported Internships <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 up to £300K</i></p> <p>Asset Responsibility:</p>	<p>Yes</p> <p>.</p> <p>No</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)

- Frequent contact with heads of service and managers at all levels of the Council and relevant partner organisations including key recruiting employers in the borough.
- Expectation of ability to interact with sensitivity, persuasiveness, using negotiation and assertiveness skills to communicate with diverse audiences in emotive circumstances.
- Ability to deal with people confidently, sensitively and diplomatically, especially autistic people and people with learning disabilities including parent and carers.

- 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

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).

Expectation that the post holder will act within guidelines and standard procedures with discretion to allocate or otherwise organise work to meet service delivery requirements.

Post holder expected to work within laid down procedures whilst able to deal with day-to-day problems without always referring to others.

Decisions will be made based on Council procedures.

The post will be expected to work from multiple locations.

Data and information prepared by the post-holder is used by managers, heads of service, and external stakeholder, and therefore expected to be of consistently high quality.

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