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| **Job Description** |
| **Post title** | DurhamEnable Team Leader |
| **JE Reference No** | N10941 |
| **Grade** | Grade 11 |
| **Service** | Progression and Learning |
| **Service Area** | CYPS |
| **Reporting to** | DurhamEnable Manager |
| **Location** | Your normal place of work will be an approved location, but you may be required to work at any Council workplace within County Durham. |
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| **DBS** | This post is subject to a enhanced disclosure. |
| **Flexitime** | This post is eligible for flexitime. |
| **Politically restricted** | This post is not designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |
| **Relevant to this post** | This post is funded through ESF as part of the 2014-2020 European Structural and Investment Funds Growth Programme in England. The post is initially funded until December 2023.  |

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| **Description of role** |

The role of the DurhamEnable Team Leader is to lead a team of Job Coaches, to ensure participants on DurhamEnable receive a high-quality service and are engaged and supported into suitable and sustainable employment opportunities. DurhamEnable participants will have multiple barriers to employment that could include physical and/or learning disabilities, autism, or mental health difficulties. The Team Leader will play a pivotal role in performance management and Employer Engagement activities, proactively identifying opportunities for participants and undertaking development work with Employers both large and small.

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| **Duties and responsibilities** |

* Lead a team of Job Coaches to offer a high-quality service to participants of DurhamEnable.
* Adhere to the core values of supported employment as an employee and as a Team Leader
* Lead on a key thematic area of development for the DurhamEnable service such as Safeguarding or Employer Engagement
* Monitor and manage the performance of the Job Coaches, supporting and advising on best practice and the ability to meet targets.
* Allocate, monitor and regularly review caseloads for Job Coaches.
* Ensure continuous improvement and identify workforce development needs of Job Coaches and liaise with colleagues, as appropriate, to ensure those needs are met.
* Undertake observations of practice as part of the Quality Assurance process of continuous improvement and achieving high standards.
* Adopt a culture of involving participants and, where appropriate, their parents/carers in continuous improvements and co-producing any developments or changes to the service.
* Ensure client records on the Local Authority Client Caseload Information System (CCIS) are accurately maintained and updated, in order to contribute to accurate Management Information.
* Develop and lead on strategies for effective employer engagement and build relationships with local employers within a dedicated area of County Durham.
* Maintain existing and develop new relationships with Employers, to promote the business case for recruiting disabled employees; create opportunities; and prepare employers to recruit participants with disabilities which could include support with recruitment, training and any reasonable adjustments required.
* Provide specialist support and advice to employers to enable potential clients to be fully included into the workforce and to make reasonable adjustments as appropriate.
* Undertake networking and create effective partnership working with key agencies such as Adult Social Care, Job Centre Plus, DurhamWorks, SEND Casework, Voluntary and Community sector, Health and any other who may be deemed relevant.
* Lead the team to ensure job outcome targets for the service are met which will include regular communication via one-ones and team meetings and close monitoring of the progress of individual participants and their journey to ensure appropriate assessment, job matching and bespoke support is in place.
* Work closely with the Quality Officer to ensure standards are high, processes are implemented focussing on continuous quality improvement.
* Ensure information is shared effectively both internally and externally in order to identify those who would be most appropriate for support on DurhamEnable.
* Undertake data analysis, report on performance and ensure evaluative systems are in place for DurhamEnable.
* Contribute to ensuring “value for money” and efficiency of the DurhamEnable programme adhering to ESF regulations and guidance
* Monitor and make decisions regarding the use of the “Flexible Fund” (available to aid progression into employment) budget for participants.
* Maintain up to date knowledge of changes in legislation, policy guidance and good practice relating to the employment of people with disabilities.
* Ensure effective safeguarding arrangements, in line with Durham County Council policy and guidelines.
* To work in line with Durham County Council policies and procedures.
* To meet own professional development needs by attending appropriate training courses and undertaking self-directed study, as identified through support and supervision, annual appraisal etc.

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information and follow the council’s policies and procedures in relation to data protection and security of information.

* **Climate Change**

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

*The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.*

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| Person specification |
|  | Essential | Desirable |
| Qualifications | * Educated to Degree Level and/or an equivalent relevant professional qualification
 | * Qualification at level 3 in a relevant discipline such as Education, Social Work, Employment Services.
* Management qualification
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| Experience | * Extensive experience of working with people and their families with disabilities including those with learning/physical disabilities, mental health issues and autism.
* Proven track record of working effectively with partner agencies such as statutory and voluntary sectors to improve outcomes for people with disabilities.
* Experience of working with and supporting employers, including creating job opportunities
* Experience of managing and supervising staff
* Experience of working with people and their families in identified vulnerable groups who have more complex needs.
* Experience of effectively targeting resources to maximise outcomes.
* Experience of managing multiple strands of activity.
* Experience of meeting targets and working to tight deadlines.
 | * Experience of Travel Training delivery
* Experience of delivering IAG
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| Skills & Knowledge | * Knowledge of the core values of Supported Employment.
* Understanding of the rights and responsibilities of people with disabilities in relation to accessing and sustaining employment
* Understanding of issues /barriers relating to the progression of people with disabilities and long term mental health needs.
* Understanding of EHC Plan process for young people who have SEND.
* An understanding and sound knowledge of the benefits system for people with disabilities.
* Knowledge of agencies and services that are available to support people with learning/physical disabilities including mental health and autism.
* Knowledge and understanding of local and national policies relating to the employment of people with disabilities.
* Leadership Skills
* A person-centred, empathetic and non-judgemental approach.
* Excellent presentation, verbal and written skills.
* Excellent interpersonal skills.
* Ability to influence / negotiate.
* Ability to plan work and manage time effectively.
* A strong team player with an ability to relate effectively to colleagues and senior individuals from other organisations.
* Able to work strategically across organisational boundaries and build relationships with external partners.
* Ability to work under pressure, to prioritise, meet deadlines and effectively delegate.
* Ability to manage and supervise staff and to develop a strong team ethic.
* Ability to use ICT effectively, including Outlook and Microsoft Office.
* Ability to assimilate and interpret complex information.
* Manage change and facilitate effective innovation.
* Use of Solution Focused approaches.
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| Personal Qualities | * Drive, enthusiasm and personal resilience.
* Hold high aspirations for people with disabilities
* Performance-oriented e.g. motivated to achieve performance targets and deliver a quality service.
* Ability to motivate self and others through a positive mindset
* Ability to use own initiative to respond to problems / issues, as appropriate.
* Conscientious, responsible and professional approach to work.
* Ability to use self-reflection and adapt and change accordingly
* Adaptability, flexibility and capacity to work effectively under pressure and to tight deadlines.
* Keen for self and colleagues to learn and develop new skills and take on new challenges.
* Commitment to Equal Opportunities.
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