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| **Job Description** | |
| **Post title** | Team Leader (MEAM) ‘Making Every Adult Matter’ |
| **JE Reference No** | N10927 |
| **Grade** | Grade 12 |
| **Service** | Neighbourhood and Climate Change |
| **Service Area** | Community Protection Service - Public Protection |
| **Reporting to** | ‘Horden Together’ Partnership Manager |
| **Location** | Your normal place of work will be in a locality to be determined but you may be required to work at any Council/multi agency workplace within County Durham. |
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| **DBS** | This post **is** subject to an enhanced disclosure and Non Police Personal Vetting Level 2 (NPPV2 |
| **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. |
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| **Description of role** |

1. Assist in the development and delivery of place based services around ‘Making Every Adult Matter’ to strengthen our existing partnership arrangements and facilitate step change in future service provision.
2. Contribute to the development of an advocacy strategy built ‘Making Every Adult Matter’ to enable multiple agencies to engage with local communities and individuals through a single, end-to-end contact.
3. Adopt a problem solving approach and deliver a range of interventions to support victims and perpetrators of crime or anti-social behaviour as well as those individuals with experience of multiple disadvantage.
4. Connect people with a range of services to develop and enhance access to social networks and improve the wellbeing of individuals, reduce reoffending, and influence future service commissioning and delivery.
5. Assess individual needs and make referrals to specialist support services as appropriate.
6. Lead on the management and development of personal action plans for individuals facing multiple disadvantage within a defined cohort ensuring that the Community Navigators (MEAM) provide appropriate advice and support to help assist individuals achieve their goals.
7. Provide enhanced support, training and development opportunities for adults facing multiple disadvantage.
8. Contribute to systems development to promote strategic regulation and co-ordinate multiagency problem solving.
9. Develop area profiles including data scanning and analysis around compliance activity and the multi agency performance management framework.
10. Identify and report safeguarding concerns where they are identified.
11. Contribute to the strategic and operational management of Community Protection Service ensuring that the Council’s aims and objectives are implemented.
12. Contribute to the development of strategies, policies and procedures to make County Durham a healthy and safe place, and to work in partnership with others to promote community and economic wellbeing, and to protect and improve the health and quality of life of those who live, visit and work in County Durham.

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| **Duties and responsibilities** |

Listed below are the responsibilities this role will be primarily responsible for:

1. Assist the ‘Horden Together’ Partnership Manager in the day-to-day management of the place based team and delivery of the project outcomes.
2. Assist the ‘Horden Together’ Partnership Manager in the delivery of a range of interventions and services incorporating the project deliverables and in accordance with relevant policies, procedures and the legislative framework.
3. Provide advice, guidance and support to key partners, elected members and voluntary / community representatives.
4. Assist the ‘Horden Together’ Partnership Manager in the preparation, monitoring and review of joint working protocols, operational procedures and performance management frameworks to ensure effective management and delivery of services to desired quality standards.
5. Interpret and implement service procedures, legal requirements and statutory guidance and other information within a specialist service area.
6. Preparation and presentation of information on health and safety issues for health promotion purposes including material for publication, guidance and advice.
7. Respond to requests for services outside of normal working hours, this may require the post holder to undertake certain duties and responsibilities at unsocial times including evenings and weekends.
8. Case management approach including referral, assessment, case allocation with a client centred focus.
9. Develop and implement liaison arrangements with private sector landlords and/or their agents regarding tenancy issues and housing related matters.
10. Interrogate and collate information from other partnership systems and use this to carry out a thorough assessment of client’s needs.
11. Develop and implement an escalation process for MEAM case management including referral mechanisms to other service providers and redirection onto alternative pathways.
12. Maintain records in line with the MEAM framework and evaluation criteria.
13. Provide supervision and operational support to the multi agency placed based team including answering queries, emails, phone calls and coordinating team meetings.
14. Knowledge of MARAC, MAPPA, Safeguarding, Mental Capacity Assessment and other relevant partnership arrangements and pathways for case management.
15. Co-ordinate & deliver support based upon the on-going assessment of presenting problems, support needs and motivation. Actively engage with the client, setting boundaries and goals, and planning actions. Accompany and convey the client to appointments were necessary. Access funding to facilitate engagement and improve living conditions. Work with the client and employ motivational techniques to secure engagement and facilitate further referrals to address support needs, and opportunities for taking up for education, volunteering and recruitment pathways.
16. Manage a caseload of clients, and maintain regular supportive contact with each person, to facilitate their engagement with services and positive activities.
17. Guide and support individuals in formulating and taking ownership of their own plan, recognising key areas for change, monitoring progress and adjusting goals accordingly through a self – assessment.
18. Conduct home visits where appropriate and ensure home conditions are assesses and any further needs identified.
19. Liaise with and actively involve appropriate relevant partners in each support plan.
20. Apply professional judgement in relation to case management and case closure. Identify and escalate cases to the Case Review Panel Process. Escalate complex cases to the Operational Manager who will advise on further action.
21. Advise on case transfers to other areas/cross boundary working
22. Understand the differences between case management and problem solving and ensure that key partners follow a case management approach.
23. Operate the FIRsT Case Management System and adhere to agreed processes and timescales.
24. Prepare and complete performance monitoring and evaluation of outcomes.
25. Conduct risk assessments as part of overall health and safety requirements.
26. Promote Restorative Interventions, assisting in arrangements for meetings.
27. Prepared to contribute to statements for Court as required, and in some cases to attend Court and give evidence.
28. Contribute to the development of systems and procedures, and the whole team approach in meeting quality and performance targets.
29. Undertake any training and development deemed appropriate.
30. Contribute to written funding bids and reports.
31. Follow agreed partnership/ council procedures for marketing and communication both in the media and by way of leaflets, newsletters and other forms of interaction.
32. Engage with staff appraisal and attendance management procedures to evaluate team and individual performance.
33. Assist the development of policy and procedure and take a full and active part in contributing to the development and delivery of Service Plans, which in turn link to Corporate Plans.
34. Communicate a clear sense of purpose and direction in order to motivate and develop employees.
35. Ensure that employee appraisals are carried out annually and that training and development needs and plans for employees in the section are produced.
36. Supervise, monitor, coach, train and mentor employees in accordance with personal development programmes.
37. Ensure the needs of our customers are considered at all times to enable the Council to deliver customer focussed services in line with customer needs
38. Contribute towards the provision of advice and reports to the MEAM Partnership Project Manager, Public Protection Manager and Head of Community Protection or elected Members, regarding performance and operations within the area

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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 | * Degree or diploma in relevant subject. | * Professional management qualification/degree |
| * Experience | * Significant experience of case management work including evidence of: project management, risk assessments, intensive intervention and support, dealing with complex cases and challenging individuals. * Management experience of multi-disciplined service teams * Proven track record of delivering outcomes through multi-disciplinary/agency teams and across professional boundaries. * Experience of developing and implementing complex strategies and policies that have led to improved outcomes * Experience of leading or managing multi-agency and multi-professional partnerships focused on delivering integrated services. * Ability to operate effectively with a high volume, high sensitivity workload. * Experience of conducting and recording risk assessments and taking appropriate action when circumstances change. * Experience of the principles of an effective case management approach including referral, assessment, case allocation with a client centred focus. | * Experience of partnership at management level * Co-ordinating and delivering training and problem solving. |
| * Skills & Knowledge | * Excellent communication skills including the ability to articulate and disseminate a vision; present clear, concise information to a wide range of audiences; and an understanding of political sensitivities. * Good analytical skills, with the ability to exercise sound judgement and cultural sensitivity in seeking creative solutions to complex situations. * Ability to lead and motivate professional, technical and administrative staff in meeting service objectives * Knowledge and understanding of legislation, statutory frameworks and national policy affecting community safety, safeguarding adults and children and ASB. * Practical and procedural knowledge across a specialist and technical area, utilising knowledge of organisational, procedural and policy knowledge. * Extensive knowledge and understanding of equal opportunities, diversity and hate crime issues to provide interventions for a wide range of client needs. * Analysis and interpretation of varied and complex information and situations, including personal/ sensitive data. * Ability to work with minimum supervision. * Proven track record of working across organisation, geographic and sectoral boundaries, including negotiating, communicating and joint working with internal/external organisations to achieve outcomes and to promote innovation * Commitment to an organisational culture and the development of services that value equality and diversity. * Commitment to continuous professional development * Advanced IT skills –spreadsheets, case managements systems, e mail, report writing. * Ability to challenge partners and colleagues and overcome difficulties and differences of opinion. | * Capacity to innovate and develop services. * Well-developed presentation skills |
| * Personal Qualities | * Ability to build effective teams and relationships and achieve results through others by mentoring, inspiring and motivating others to create a ‘can-do’ culture. * Ability to show resilience when faced with the most difficult of situations * Evidence that you listen and learn to develop the organisation. * Ability to act upon own initiative and respond to changing situations * Good organisational, time management and self-motivation * Able to demonstrate high levels of success with service users * Ability to travel (if driving, must have a current valid driving licence and insurance) * May be required to work outside of normal office hours. * To be Non Police Personal Vetting Level 2 (NPPV2) vetted |  |