



Team Leader

Job Description

Salary Grade:	4D £35,078-£38,424 per annum
Hours:	37 hours per week
Department:	Work & Wellbeing
Contract Type:	Permanent
Responsible To:	Head of Work & Wellbeing
Responsible For:	Employment Specialists
Cover For:	Employment Specialists
Liaising With:	Stakeholders and partners, Clinical teams, Customers, Employers, Commissioners, DWP, Compliance Manager

MAIN AIMS OF THE JOB

- Lead a highly effective team (vocational unit) of Employment Specialists to achieve performance targets, and to provide positive and sustained employment outcomes for our customers in line with their job preferences
- Deliver a high-quality service (in line with WorkWell, IPS Fidelity or other designated model of employment support)
- Provide effective operational oversight, ensuring that our teams are compliant with SYHA operating procedures
- Work collaboratively with partners, employers and other stakeholders to enhance service delivery and achieve better outcomes for our customers

Main Tasks of the Job

Lead a highly effective team (vocational unit) of Employment Specialists to achieve performance targets, and to provide positive and sustained employment outcomes for our customers in line with their job preferences

- Effectively lead and motivate a vocational unit of up to 10 Employment Specialists to achieve performance targets. Manage performance of the Employment Specialists, guiding and coaching them to achieve individual and team access (start) and job outcome targets.
- Lead weekly vocational unit meetings, focused on employment outcomes and performance, using a motivational and strengths-based approach.
- Provide solution-focused monthly supervisions and regular field mentoring for each Employment Specialist within the team, including effective caseload management and reviews.
- Lead employment specialists to deliver effective and frequent face-to-face employer engagement, leading to employment outcomes that match customer job preferences.
- Effectively promote and manage referrals eg develop referral action plan, allocation of referrals in line with service standards.
- Take a data-informed approach to performance management, analysing and using a variety of performance data to monitor and improve performance against profile and targets.

Deliver a high-quality service (in line with WorkWell, IPS Fidelity or other designated model of employment support)

- Review vocational profiles, action plans, progress reviews, and Safety Plans for effectiveness and quality, ensuring a focus on employment and a strength-based personalised approach for customers.
- Role model a personalised and strength-based approach to work with customers and employability practice.
- Work with the Work & Wellbeing Compliance Manager and LiveWell Quality Manager to deliver a service that adheres to the principles of IPS best practice (or other designated employment model). Work with the Compliance Manager and Quality Manager to support internal and external audits (e.g. Fidelity Reviews, OFSTED inspections) and to implement solutions to ensure a high-fidelity service.

Provide effective operational oversight, ensuring that our teams are compliant with SYHA operating procedures

- Ensure that the team is compliant with SYHA's policies and procedures including risk management (Signs of Safety), safeguarding, professional boundaries, lone working and GDPR.
- Contribute to effective management and oversight of the service budget.
- Ensure that effective data recording, monitoring and evaluation systems are adhered to, including SYHA's inhouse CRM.

- Provide effective line management to Employment Specialists, including setting clear performance objectives and regular 121s in line with SYHA's performance management framework.
- Identify training needs of staff and arrange appropriate training to support with continuous professional development, including leading Inductions and ensuring compliance with SYHA's suite of mandatory training.

Work collaboratively with partners, employers and other stakeholders to enhance service delivery and achieve better outcomes for our customers

- Coordinate the work of Employment Specialists in a designated geographical area or host site/partner organisations, building relationships with partners and stakeholders.
- Involve and engage customers in coproduction and service improvement. Facilitate opportunities for customers to provide feedback on the service and use this, working with the LiveWell Quality function, to review and develop the service. Manage customer feedback, comments and complaints.
- Promote a culture of inclusivity and contribute to progress against Work & Wellbeing's Race Equity Plan.
- Actively participate in own continuous professional development, including undertaking mandatory training as required, and training in IPS or other designated employment model.
- May manage a small caseload of around 1-3 customers at any one time.



Team Leader

Conditions of Service

Salary Grade	4D £35,078-£38,424 annum
Hours	37 hours per week
Leave	27 days annual leave, plus 8 statutory Bank Holidays and 4 additional days at Christmas, Easter, Spring and August Bank Holiday. The leave year runs from 1 April to 31 March.
Pension	You are eligible for membership of the Association's contributory pension scheme which is the Social Housing Pension Scheme (SHPS) subject to the trust deed and rules of SHPS. For more details please contact the HR Department.
Unions	SYHA recognises UNITE and UNISON, with whom the Association has entered into an agreement where union members have negotiating rights in relation to conditions of service.
Car Allowance	This post attracts Essential Car Allowance
Job Share	The post is open to job share.
Location	South Yorkshire wide with designated host site
No Smoking	SYHA operates a no smoking policy within all our offices.

Team Leader Person Specification

Criteria	Essential Requirements
Impact on Others	• Strong leadership skills • Outstanding interpersonal skills and ability to build rapport with a range of people. • Able to work collaboratively within a mixed-disciplinary team and with a wide range of stakeholders, partners and employers. • Ability to model recovery focused practice including a strengths-based approach, being non-judgemental, and using co-production.
Motivation	• Passion and drive to make a positive difference to people's lives. • Highly motivated with a genuine belief that people with mental health conditions or disability can find paid employment.
Values	• Positive mindset with the ability to motivate, engage and inspire. • Resilient and tenacious to not give up despite setbacks and frustrations. • Commitment to excellent service delivery. • Commitment to SYHA's values and behaviours. • Commitment to equality and diversity.
Professional Know-how & Qualifications	• Good understanding of the principles and practice of supported employment. • Trained in IPS approach or other designated employment model. • Understanding of strengths-based approach and ability to use this to coach others.

	• Proven experience of leading a team to deliver high performance and to achieve targets. • Experience of staff supervision, management and/or mentoring & coaching.
Problem Solving	• Ability to work independently, to use initiative, and to handle difficulties (e.g. operational issues at partner sites). • Ability to use data to drive performance. • Self-aware of personal strengths and weaknesses and willing to invest in personal and professional development.
Work Related Circumstances	• Good digital skills, able to use IT e.g. MS Office. • You must hold a UK Driver's License and have access to a car. • Willingness to travel within South Yorkshire and Bassetlaw.