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**Job Description**

**Job Title: Team Support Coordinator (Achieve NW Connect)**

**Responsible to: Team Manager**

**Job Purpose**

1. To assist the Manager to manage, monitor and enhance high quality services within Career Connect to achieve the objectives and targets outlined in the Achieve North West Connect Contracts.
2. To support and develop Case Managers to effectively perform their role.
3. To champion innovation and creativity to meet the needs of the participants across the North West Region.

**Principal Duties and Responsibilities**

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| 1. To monitor and review the caseload of a designated group of staff to ensure individual and team targets are met.
2. Manage a number of staff members within the team.
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| 1. To ensure a high-quality service is provided to all Achieve North West Connect participants.
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| 1. To manage working practices to ensure that all services to participants are delivered effectively and efficiently and in accordance with the procedures set out in the quality assurance framework.
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| 1. To undertake reviews, observations and other appropriate quality monitoring processes, in line with the performance management framework and participant achievement guidance manual.
2. Work closely with the Business Unit Training Coordinator to identify training needs for a designated group of staff and contribute to the delivery of staff development activities.
3. To ensure high quality recording practice is embedded into the professional work of all staff.
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| 1. To work with other Managers to identify and maximise opportunities for future funding.
2. To represent Achieve North West Connect externally at partnership events and networks
3. Take a contract-wide lead for a functional area of responsibility e.g. Through the Gate activities, employer engagement.
4. To work with the Team Manager to manage the performance of the team.
5. With support from team managers, to confidently deliver information in presentations and or input at team meetings and manager meetings

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**Corporate Duties and Responsibilities**

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| 1. Ensure efficiencies are achieved in the delivery of services across the wider Career Connect portfolio
2. Promote the safeguarding and welfare of children, young people and vulnerable adults, including offenders, in accordance with Career Connect Safeguarding policy and procedures.
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| 1. Helping to maintain a safe and healthy working environment in accordance with Career Connect Health and Safety policy and procedures.
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| 1. Respect the confidentiality of all matters in relation to employment and clients. Comply with the requirements of the Data Protection Act 1998 and other legislation with regard to the processing of any personal data.
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| 1. Promote and maintain Career Connect policies on Equality, Dignity at Work and Code of Conduct.
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| 1. Take responsibility for own continuous professional development, by identifying and undertaking learning and development opportunities and alerting line manager where support is needed.
2. Proactively seek feedback from customers/ commissioners/ colleagues to identify improvements to professional practice.
3. Operate at the level expected for this role, in line with core competencies and values of the Charity.

 1. Adhere to Career Connect policies and procedures on sustainability.
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| 1. Implement and follow Career Connect policies and procedures to promote business continuity in emergency situations.
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| 1. Act in a risk aware rather than risk averse way. Every member of staff, from the directors through line managers to the individual employee must be aware of the nature of risk, and the agreed system of control.

**This job descriptions sets out the main duties of the post at the date when it was drawn up. Such duties can vary from time to time without changing the general character of the post or the level of responsibility entailed.****This could include working across a range of contracts according to the needs of the business.** |

**Additional Duties and Responsibilities**

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| 1. | Requirement to work across Prisons and Probation Centres across the North West |
| 2. | Use of IT based case recording systems e.g. CATS+, to support Case Managers |
| 3.4. | Deputise for the Team Manager as requiredTo occasionally work directly with participants to keep own practitioner knowledge up to date |
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**Person Spec**

1. A minimum of 2 years’ experience of working with young people / adults / offenders
2. A professional qualification at a minimum of Level 3 or equivalent
3. Excellent communication and presentation skills both written and verbal
4. Influencing and negotiation skills
5. The ability to manage own workload, monitor performance and work as part of a larger team
6. Ability to support and advise a diverse team, located across a wide geographical area, delivering on several contracts
7. Knowledge of issues affecting vulnerable individuals and their progression – including offenders
8. Experience of supporting staff
9. At least 12 months experience of using the CATS+ case recording system – (Desirable)
10. Knowledge and innovative approach of existing education, employment and training framework and trends
11. Experience of partnership or collaborative working and ability to represent Achieve North West Connect to commissioners and stakeholders
12. Willingness to provide a flexible approach to working pattern, ensuring support for the team when needed.

Competency Framework: Team Leader

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| **Description**  | **Autonomy / Leadership** | **Professional Practice** | **Relationship Management** | **Performance / Impact** | **Quality** |
| * Contributes to organisational success by defining, planning and implementing strategies for the future and building strategic relationships and alliances
* Displays high level understanding of the area of operation of the Organisation and represents the Organisation to partners and the wider community
* Is alert to emerging issues and trends which might impact or benefit own and team’s work
* Represents the Organisation to partners and the wider community

Develops best practise | * Manages and allocates available resources including people to best meet current and future requirements
* Provides leadership to others
* Works with other teams, central services and external organisations
* Deputises for managers at meetings and events
 | * Interprets and where necessary simplifies complex processes
* Gets more out of fewer resources
* Manage projects without supervision
* Works in a way that tasks and priorities would be readily identified if the individual was unexpectedly away from the office
* Considers and prepares contingency plans
 | * Recognises when people are ready to move on with their career development and supports them to do so
* Manages external relationships in order to meet the needs of the organisation an customer
* Tests levels of understanding and selects best communication style for an audience
* Delivers effective briefings to a range of audiences
* Influences and persuades through factual discussion
* Monitors and reviews partnership arrangements to ensure they continue to maintain agreed outcomes
 | * Understands own team’s strategy and how this contributes to performance
* Ensures own team activities are aligned to performance priorities
* Undertakes performance management development reviews and other quality monitoring processes
* Identifies development needs for staff
* Ensures high quality recording practice is embedded into the work of all staff.
* Ensures compliance with company policies and procedures.
* Understand s the background to performance data and able to articulate reasons behind it
 | * Sets measurable and improved standards of excellence for self and others
* Challenges others to improve the way things are achieved
* Promotes a climate of producing work to a high standard and resource effectively
* Coaches others to understand the impact of their own actions and quality and efficiency
* Audit
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