



Job Description

TEAM MANAGER

Hours per week:	37 hours (8am – 10pm; 5 days over 7)
Contract type:	12-months (Maternity Cover)
Location:	Aberdeen
Reports to:	Service Manager
Line Management Responsibility:	Yes
Financial Accountability:	Medium

Job Summary

Overall, the focus of the Team Manager is to lead and develop a team of professional individuals to be accountable, responsible to take managed risk in order to meet the needs of the young people, their families/carers and service funders from entry through transitions to exit, ensuring outcomes are evidenced and recorded on our Management Information System.

Key Responsibilities

The key responsibilities of the Team Manager include, but are not limited to:

Service delivery

- Managing service delivery to maximise capacity and ensure compliance with contract specifications and in line with professional and organisational standards, whilst also evidencing support to young people through transitions beyond Includem.
- Maintaining a young people focus in relation to services delivered by ensuring best outcomes are achieved and recorded for young people. This includes having an overview of referral priorities, and subsequent support planning, risk assessment, use of A Better Life and the disengagement process in line with SHANARRI indicators.
- Ensuring the referral routes into Includem meet the organisational purpose and ensure the service delivery remains focused on the high risk, most vulnerable and excluded young people.
- Actively participate in helpline service and management back up to ensure 24/7 support and crisis management with risk enablement being at the heart of professional judgement and decision making.

Staff

- Proactively manage individuals and teams and be accountable for:
 - Levels of performance of individuals and team.
 - All elements of people management including but not limited to; managing sickness absence, staffing budgets for assigned services, completing quality



- PMDR and supervisions with all team members.
- Effective use of the policies, procedures, and standards to ensure a professional workforce.
- Transparency and accountability in decision making.
- Ensuring a safe working environment through effective risk enablement.
- Demonstrate leadership and vision for their team by:
 - Creating shared understanding and vision in relation to strategic objectives.
 - Role model appropriate practice standards and professional boundaries.
 - Adopting a learning culture with team building, training, and development sessions to enhanced professional practice.
 - Recognising individual strengths and development areas and actively takes responsibility for continued professional development of self and their team.
 - Working collaboratively and effectively with all functional supports & other service staff across the organisation.

Resources

- Managing staff resources and deployment in an effective, efficient and ethical manner.
- Ensure auditing and effective management of staff resources, including deployment activities in relation to young people support planning.
- Engages effectively with partner agencies on a day-to-day basis and also pro-actively seeks new opportunities for partnership/collaborative working.
- Ensures evaluation of Includem service is happening at all levels and that information is actively recorded and utilised to promote services internally and externally.

Influence

- Ensure effective transitions are achieved for young people to sustain successful independence beyond Includem.
- Ability to articulate and endorse the Includem framework of intervention and full range of services available.
- Contribute to wider strategic/policy agenda internally and externally as necessary.
- Actively uses the full range of information resources in relation to Includem's Management Information Systems (MAPS) & reporting frameworks to demonstrate effective tracking and recording of YP outcomes from referral through transition to exit.

Quality Assurance

- Quality of work is apparent through effective support planning and into transitions.
- Quality of work is tracked and monitored through effective supervision.
- Auditing and measurement processes evidence that practice is meeting Includem standards, P&P, National Standards and is producing positive outcomes for young people.
- KPI's are effectively delivered, with particular emphasis on feedback from young people, Parent/Carers and transform these into improvements to service / performance.
- Seek to ensure complaint resolution at the earliest opportunity.



Person Specification

Category	Essential Job Requirements	Desirable Job Requirements	Method of Assessment
Technical Skills, Knowledge, and Experience	<ul style="list-style-type: none"> • Experience of managing/supervising professional individuals delivering high quality services that are outcomes focused and professional in line with National and organisational standards • Understands the need to maximise all service delivery resources efficiently and effectively to meet the needs of people who use services and their families/carers. • Knowledge of children and young people policies/legislation and frameworks of support in a day-to-day operational sense and can demonstrate how outcomes focused support to young people and their families/carers can make a difference • Puts risk enablement at the heart of decision making. 	<ul style="list-style-type: none"> • Understanding of Includem work and profile and how these fits with supporting the most vulnerable, high tariff, young people to achieve more social included futures • Can make the direct links between a positive learning and how reflective practice builds workforce capacity where accountability and responsibility enables people to feel valued 	<p>Application process</p> <p>Group stage interview</p> <p>Individual interview</p>
Education / Qualifications	<ul style="list-style-type: none"> • Educated to degree level with relevant qualification(s) in Social Work, Social Care, Community Work, or related profession 	<ul style="list-style-type: none"> • Relevant Post Graduate Qualification or equivalent 	<p>Application process</p> <p>Group stage interview</p> <p>Individual interview</p>
Other Requirements	<ul style="list-style-type: none"> • Ability to drive and have access to own vehicle for work purposes. • Acts with substantial discretion and professionalism. 		<p>Application process</p> <p>Group stage interview</p>



	<ul style="list-style-type: none"> • Embraces challenges, takes initiative, and originates action, and works well with a great deal of autonomy. • Intuitively proactive with drive, passion, and the will to succeed. • Strong interpersonal and communication skills, with the ability to challenge and influence a variety of stakeholders with well-reasoned arguments. • Excellent attention to detail with a focus on continuous improvement and excellent customer service delivery. 		Individual interview
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Acknowledgement:

This job description is an overview of the duties, responsibilities, and requirements of the position. You may be required to perform other duties throughout your employment at the reasonable request of your line manager.

I acknowledge that I have read and understood the job requirements, responsibilities, and expectations outlined in the job description.

Employee Name		Employee Signature		Date	
Line Manager Name		Line Manager Signature		Date	