

Team Manager **Job Description**

Location:	To be agreed
Reporting to:	Operations Manager
Responsible for:	Team of Practitioners (working with children, families, and adult services)
Working hours:	22.5 hours per week
Contract Type:	Permanent
Salary:	£16,138.38 (£27,141 fte)

About YSS

YSS enables people to be emotionally resilient, to thrive, and to feel they belong to a community. We uphold people's rights and responsibilities, ensuring they can exercise them with dignity and respect.

We are a charity that helps people to help themselves, and we've been doing so for more than thirty years. There are thousands of people in our communities who struggle with life and face what seem to be insurmountable barriers - they are why we exist. We provide a wide variety of community-based support for people and are often described as the 'glue' between those at risk of social isolation and the wider mainstream society.

We run a diverse range of services working with 7- to 70-year-olds but our aim is always the same – to help people to break through barriers and to achieve their potential. Our website – www.yss.org.uk – contains further information about YSS and all our projects and services.

Job Purpose

To manage the day-to-day operations of a portfolio of teams, ensuring the delivery of high quality services to clients. The Team Manager will be responsible for leading a team of practitioners, ensuring they meet performance targets, and providing guidance and support to ensure the team delivers effective, client-focused support. The role focuses on managing caseloads, overseeing operational delivery, and supporting the continuous professional development of staff.

Key Responsibilities

Team Management

- **Leadership & Support:** Lead and manage a team of practitioners to deliver high quality, service user focused services. Provide supervision, guidance, and regular performance reviews to ensure the team's effectiveness and professional development.
- **Team Culture:** Foster a positive, inclusive, and collaborative team environment that values diversity and mutual support.

- Communication: Organise and facilitate regular team meetings to ensure clear communication, address challenges, and encourage problem-solving within the team.
- Development: Identify the training and development needs of the team and coordinate relevant opportunities to enhance their skills and knowledge.

Service Delivery

- Oversight: Ensure the team delivers services effectively to service users, ensuring that interventions are evidence-based, outcome-focused, and aligned with YSS's vision and mission.
- Evaluation: Monitor and evaluate the effectiveness of service delivery, ensuring that continuous improvement measures are implemented to meet clients' evolving needs.
- Compliance: Ensure all services are delivered in line with legal, ethical, and organisational standards, maintaining high levels of professionalism and adherence to safeguarding and safeguarding procedures.
- Contractual Adherence: Ensure that services meet contractual requirements and service delivery metrics, ensuring accountability and transparency in service performance.
- Caseload Management: Manage a small caseload of service users, providing direct support to clients and ensuring that their needs are met through tailored interventions.

Partnership and Stakeholder Engagement

- Relationship Building: Develop and maintain effective working relationships with external partners, including local authorities, social services, educational institutions, community organisations, and other stakeholders.
- Representation: Represent YSS at relevant meetings, events, and forums, promoting the charity's services and advocating for the needs of service users.
- Collaboration: Work collaboratively with stakeholders to identify and advocate for the needs of service users, and to raise awareness of YSS's services within the community.

Operational Management

- Policy Compliance: Ensure that the team follows all operational policies and procedures, including safeguarding, data protection/GDPR, health and safety, and risk management protocols.
- Resource Management: Oversee the effective management of the team's resources, ensuring financial and operational efficiencies while staying within budget constraints.
- Reporting: Collaborate with the IT, Quality and Digital team to prepare and deliver reports on service performance, client outcomes, and team activities, ensuring that senior management and funders are kept informed of progress and challenges.

Strategic Input

- Strategic Contribution: Provide input into the development and implementation of the charity's strategic plans, helping to shape the direction of services based on the needs of service users and emerging trends.

- Innovation: Identify and suggest opportunities for service development and innovation, to respond to changing community needs and opportunities for improvement in service delivery.

Safeguarding Responsibility

- Act as Deputy Safeguarding Lead for the organisation, ensuring all safeguarding concerns are managed appropriately and in line with legal and organisational requirements. Risk Management: Support and ensure the
- team follows appropriate safeguarding protocols, conducting risk assessments, and ensuring that service users are protected from harm.
- Training & Awareness: Ensure the team is trained in safeguarding procedures and stays informed about emerging safeguarding practices, legislation, and policies.
- Incident Reporting: Act as the point of contact for reporting and managing safeguarding incidents within the team, ensuring all concerns are escalated promptly and appropriately to the Designated safeguarding Lead.
- Promote a culture of safeguarding: Actively promote a safeguarding culture within the team, ensuring safeguarding is a key consideration in all aspects of service delivery and team dynamics.

Additional Role Requirements and Organisational Commitment

- Work Schedule: Weekend and evening work is unlikely but may occasionally be required based on operational needs.
- Travel: Regular travel across the region (Telford, Shropshire, Worcestershire, and Herefordshire) will be necessary; therefore, access to a car is essential.
- Safety and Compliance: Ensure all work is conducted in compliance with YSS policies and procedures, including those on lone working, health and safety, child and adult protection, risk management, and confidentiality.
- Professionalism: Maintain the highest standards of professionalism, ensuring adherence to Equality, Diversity, and Inclusion (EDI) principles, as well as any relevant guidelines for volunteer programs and other relevant initiatives.
- Diversity Commitment: YSS values diversity and is committed to building a culturally diverse team. We encourage applications from individuals from all backgrounds to better reflect the communities we serve.
- Safer Recruitment: YSS adheres to Safer Recruitment principles, including comprehensive application processes, interviews, verification of references (one of which must be from your last employer), qualifications and identity checks, and an enhanced DBS check.
- You must have the right to live and work in the UK to be considered for this role.

Person Specification

Essential:

- Experience: Proven experience in leading on the development of a service ideally within a charity, care, or community services setting.
- Service Delivery: Demonstrated experience in delivering or overseeing support services, such as counselling, education, advocacy, or community-based programs.

- **Safeguarding Knowledge:** Strong understanding of safeguarding principles and risk management practices.
- **Communication & Interpersonal Skills:** Excellent communication and interpersonal skills, with the ability to engage with diverse groups including children, families, and adults, and to manage sensitive issues with discretion.
- **Experience in Working with Diverse Groups:** Experience working with children, families, and vulnerable adults in community-based settings or relevant service delivery environments.

Desirable

- **Experience:** Proven experience in managing and leading a small team, ideally within a charity, care, or community services setting.
- **Qualifications:** A relevant qualification in social work, education, health, or a related field.
- **Financial Awareness:** Awareness and experience with budget management, financial reporting, and resource allocation.

Core Competencies

Skills & Experience

- **Team Management:** Demonstrated ability to manage a team within a community or custody-based setting, including providing supervision, support, and performance management.
- **Service Delivery:** Strong understanding of the factors contributing to social and economic exclusion, and how these impact service delivery and outcomes for children, families, and adults.
- **ICT and Systems:** Competence in using ICT tools, including SharePoint, Microsoft Office applications and experience with case management systems, to track service delivery and report on outcomes.
- **Reporting & Evaluation:** Ability to monitor and report on service performance, including using data to assess outcomes and improve service delivery.

Communications & Collaboration

- **Effective Communication:** Ability to communicate clearly and effectively across a wide range of stakeholders, including service users, external partners, and colleagues.
- **Confidentiality & Integrity:** Demonstrates respect for confidentiality, showing a high level of personal integrity and discretion when dealing with sensitive information.
- **Organisation & Prioritisation:** Strong organisational skills with the ability to manage multiple priorities and allocate resources effectively to meet service user needs.
- **Relationship Building:** Builds and nurtures professional relationships based on trust, respect, and understanding with both internal and external stakeholders.
- **Leadership & Change**
- **Stakeholder Consideration:** Ability to consider and integrate the views and needs of multiple stakeholders, ensuring the team's work reflects these perspectives.

- **Change Management:** Demonstrates strong leadership through periods of change, providing guidance and support to team members and ensuring smooth transitions.
- **High Standards:** Maintains and upholds high standards of professional behaviour, both personally and within the team, and ensures that team members follow these standards. Teamwork
- **Service Quality Standards:** Works collaboratively with the team to establish and meet service quality standards, ensuring services are delivered effectively and consistently.
- **Support & Guidance:** Provides ongoing support, guidance, and coaching to colleagues and external partners, ensuring that all staff have the tools and resources to succeed.
- **Collaborative Problem-Solving:** Collaborates effectively with colleagues and service users to find joint solutions, leveraging diverse perspectives to create more effective and sustainable outcomes. Valuing Diversity
- **Diversity & Equal Opportunities:** A deep understanding of and commitment to diversity and equal opportunities. Actively promotes adherence to YSS's Equality, Diversity, and Inclusion (EDI) principles.
- **Challenging Biases:** Open to recognising and challenging personal biases, fostering an inclusive and respectful work environment.
- **Cultural Awareness:** Demonstrates sensitivity and understanding towards individuals from diverse backgrounds, ensuring services are delivered equitably to all clients.

Customer Focus

- **Service Excellence:** Demonstrates a strong focus on service users' needs, acting as a consultant to partners and other agencies to design and tailor bespoke solutions that are client-centered.
- **Outcome-Oriented:** Strives to achieve positive outcomes for service users, ensuring that interventions are responsive to their evolving needs. Critical Thinking
- **Problem-Solving:** Utilises problem-solving tools and techniques to assess issues and identify multiple potential solutions. Makes decisions based on thorough analysis and input from key stakeholders.
- **Attention to Detail:** Demonstrates accuracy and attention to detail in all aspects of service delivery, reporting, and team management, ensuring high-quality outputs at all times.

Continuous Improvement, Learning & Innovation

- **Staying Informed:** Actively engages with developments in practices, policies, and strategies related to social inclusion, ensuring that services remain current and responsive to the changing needs of the community.
- **Learning & Development:** Contributes to the wider organisational learning culture by supporting the development of team members and sharing knowledge across the organisation.
- **Strategy Engagement:** Engages with the charity's strategic vision and contributes to achieving its long-term goals. Demonstrates evidence of continuous improvement in practice as a result of a learning culture.

Why work for YSS?

- Annual leave entitlement of 27 days, excluding bank holidays
- Christmas Eve and New Years Day as Company holidays
- Pension Scheme
- Employee Health & wellbeing plan
- Occupational sick pay
- Flexible working / hybrid working
- Monthly supervision for support / personal development.
- Robust induction and training programme with an organisational commitment to ongoing training and personal development