



Job Description & Person Specification

- All In Edinburgh Assistant Team Manager –

Post:	All In Edinburgh Assistant Team Manager
Service:	All In Edinburgh
Base:	Prentice centre/community with home working
Line Managed by:	All In Edinburgh Manager
Salary Range:	Salary: Points 31-32 £29,649.55 - £30,523.99
Hours:	39 hours Assistant

This post requires PVG clearance for adults and children.

Main Purpose:

The All In Edinburgh Assistant Team Manager supports the All In Edinburgh Manager to manage a team of Employment Advisors providing employability support to adults with learning disabilities and other support needs.

All In Edinburgh supports clients to move into and to sustain mainstream paid employment and ensures that no individual has a barrier to their chosen lifestyle.

The role involves a combination of supporting clients, managing staff and performing administrative tasks for the service to ensure that a high-quality service is delivered and that staff have the support and knowledge they require to perform their roles effectively and to achieve the job outcomes required.

Team Leadership Responsibilities (10%)

- Determine specific Team objectives (in conjunction with the All In Edinburgh Manager, Development Manager, Action Group Strategic Objectives, TAG Business Plan, etc)
- Lead by example, to set a positive and empowering ethos within the team; trying to ensure that high morale is maintained throughout the team, particularly with respect to the continuous degree of change management required within the role
- Work together with staff and management to ensure that all identified targets and outcomes for the service are met.
- Assist in managing the All in Edinburgh referral system to ensure that the appropriate clients have access to the service.
- Assist in managing the workload and performance of the staff team to ensure that all clients receive the level of service which All In Edinburgh promises, and in line with any set deadlines or targets
- Carry out relevant financial and information management, in line with TAG policies and procedures (eg project & funding administration)
- Answer queries from both within and outwith The Action Group regarding funding and service statistics, and cooperate fully in funders' attempts to monitor the project. This may include working with the Team Manager on the compiling of financial returns to funders.
- Undertake required administrative duties connected with the project, including use of third-party information management systems.
- Work closely with the Team Manager to ensure that all team management functions are carried out effectively
- From time to time, the postholder may be asked to 'act-up' for their line manager, in order to cover short-term absences.

Staff Management Responsibilities (20%)

- Work with All In Edinburgh Manager and Development Manager to organise recruitment processes for team vacancies
- Thoroughly induct all new direct reports in the team and organise their training and shadowing opportunities
- Take responsibility for all aspects of performance management of staff within own sphere of line management, including objective setting, appraisal /personal development planning, and managing all absence and capability issues
- Provide proactive and ongoing coaching and mentoring for each direct report (eg on-the-job shadowing)
- Consistent provision of regular and effective supervision and support (including honest and timely performance feedback)

Work with Clients

- To provide a holistic 5-stage employment support service to clients with disabilities, in line with All in Edinburgh requirements, including:
 - a) Initial Engagement:
 - b) Vocational Assessment
 - c) Job Search/Job Matching
 - d) Job Coaching
 - e) In Work Progression
- To support clients to remove barriers and obstacles to working
- To work in partnership with the All in Edinburgh Welfare Rights service to ensure that client benefits are correct
- To work in partnership with other agencies to ensure that all support services clients receive are working towards the same objectives
- Maintaining the highest standards of data protection and client confidentiality, in line with Action Group policies

Work with Employers

- Marketing the All in Edinburgh service to prospective employers, identifying possible job opportunities and working with employers to meet their recruitment needs
- Supporting employers to understand the benefits of employing All in Edinburgh clients and the positive impact that diversity in the workplace has on their workforce
- Supporting employers to understand the implications of the Equality Act 2010 and to make reasonable adjustments where appropriate
- To support the individual to apply for Access to Work funding where these adjustments have a cost attached, in agreement with the employer
- Supporting employers to manage All In Edinburgh clients (where required) including through supervision, appraisal, capability, disciplinary and grievance processes

Outcomes: Targets to be Measured

Outcome type	Description
Outcome: Job entry	A paid, mainstream job for a client that lasts at least 4 weeks
Outcome: Retained Employment	An intervention to ensure that a job at risk is sustained due to the intervention of the Employment Advisor
Outcome: In work progression	Support by an Employment Advisor to achieve a progression at work for a client
Outcome: Self-employed	A paid self-employment job

The targets listed above will be set in accordance with the outcome expectations in the service contract.

Assistant Team Managers are expected to deliver their own set targets and failure to do so may result in not passing the probationary period or being subject to the Action Group's capability process.

The Assistant Team Manager will be expected to have a caseload of clients, with outcomes set for these clients, which will be agreed with the All In Edinburgh Manager.

Decision made in the course of the job

- Deciding when to advise staff to utilise safeguarding protocols
- Making decisions on service eligibility for clients
- Delegation of tasks, including client work and service administration
- Changes to improve service processes and procedures, excluding those that are required by Action Group policies or as funders' requirements
- Deciding whether outcomes are claimable, as described by funders' guidance

Project work

- To undertake administrative duties on behalf of the service, including managing referrals, updating databases, taking minutes at meetings or any other reasonable duties as required
- To attend and engage in team meetings, case review meetings and networking events
- To produce and deliver presentations, with support from the, All In Edinburgh Manager, at events as required
- Writing reports and case studies

Record Keeping and procedures

- Ensuring the team completes timesheets accurately and that they are able to access their up-to-date TOIL figure
- Completing funding reports delegated by the Team Leader
- Taking full responsibility for accurate and timely recording of all client information required as part of the role
- To keep accurate and up to date hard copy client files that meet the requirements of the funders
- To keep accurate and up to date case notes on the case management database 'Helix,' including outcome information
- To ensure that client details are updated regularly and are consistent across all Action Group recording systems
- Complying with the Action Group's Confidentiality and Data Protection policies
- Ensuring clients have signed copies of all mandatory paperwork
- Preparing client files for audits and reviews

Responsibilities

- Staff are required to take ownership of their own workload, ensuring that they are able to manage their time effectively, undertake effective administration and achieve individual outcome targets (see outcome targets, above).
- Staff are required to work significant parts of the week without direct supervision

Qualifications

- All In Edinburgh Assistant Team Managers will have or will undertake the PDA in Supported Employment Qualification as soon as it is available to them.
- All In Edinburgh Assistant Team Managers will have, or will undertake the relevant Training in Systematic Instruction (T.S.I.) qualification or Structured Training when it becomes available to them.

The All In Edinburgh Assistant Team Manager will report to the All In Edinburgh Manager who reports to the Development Manager for Employment Services.

Staff are required to attend regular supervision and to be prepared and willing to be open and honest

Experience Required

- All In Edinburgh Assistant Team Managers should have experience working with people with disabilities in areas such as vocational guidance, job coaching, occupational therapy or developing skills and independence.
- All in Edinburgh Assistant Team Managers should have an in-depth knowledge and understanding of the Helix system
- It is desirable that All In Edinburgh Assistant Team Managers have previous management experience of working in the voluntary sector and understand the political environment the service operates in.
- It is desirable that All In Edinburgh Assistant Team Managers should have experience working within All in Edinburgh, or a similarly funded project

Complexity

All In Edinburgh Assistant Team Managers, due to the nature of their work, will spend periods of time working without day to day, direct supervision. As the direct service provider to both clients and employers they are required to demonstrate a positive and flexible approach to their work, being able to adapt and respond to the needs of individual service users and employers.

All In Edinburgh Team Managers will be required to demonstrate the following core skills in carrying out their job:

1. Ability to sensitively supervise staff and lead by example in a target driven environment
2. Ability to support staff to understand and be able to work in an environment with a tension between providing person centred support and meeting service outcome targets
3. Ability to write reports and compile statistics on service performance
4. Assessment of clients' vocational needs using a Vocational Profile.
5. A basic understanding of benefits and welfare reform
6. Liaising with and maintaining good communication links with parents, carers, referring agencies and other relevant bodies, including employers.

7. Raise employer awareness of Disability issues through presentations both to employers and other relevant organisations.
8. Manage and organise personal time and work priorities to ensure quality service is maintained.
9. Maintain accurate information, training data and work reports.
10. Plan and present training events for employer/staff.
11. Advise and assist other individuals and agencies to access services suitable for them.

Health and Safety

The post holder will take responsible steps to guard the safety of clients and colleagues by following the agreed policies including the Health and Safety at Work legislation.

Supervision Received

The All In Edinburgh Manager, through regular meetings, is responsible for the supervision of this post holder and the development of their work.

1. General Duties (these are applicable to all The Action Group staff)

- a. Read and work in accordance with The Action Group's Mission, Aims & Objectives, and current Business Plan.
- b. Manage own work time effectively.
- c. Keep on top of own paperwork and maintain effective and organised filing systems, as appropriate to the specific job role.
- d. Treat everyone with consideration and respect.
- e. Ensure prompt, polite and clear communication (whether responding to a query from a member of staff or a complaint from someone we support).
- f. Keep up to date and comply with all applicable The Action Group policies and procedures (covering everything from personal Health & Safety to Care Commission Standards).
- g. Promote and respect individual rights and responsibilities at all time.
- h. Retain the highest standards of confidentiality, as appropriate to the specific role.
- i. Assist your manager and other work colleagues as appropriate and whenever possible.
- j. Take charge of own CPD (Continuous Professional Development) and contribute to The Action Group maintaining the Investors In People's standards.
- k. Be responsible for own work life balance (e.g. taking Annual Leave at regular intervals, etc).

This job description may be amended following discussions with the postholder and with the approval of the Head of HR



All In Edinburgh Assistant Team Manager - Person Specification

What the Action Group looks for in an applicant:

Criteria	Essential
Skills and experience	• Competent IT skills (email, databases, case management systems, Microsoft Office) - Skilled in using the Helix system. • Experience in Supported Employment • Strong organisation and time management skills. • Ability to motivate and support individuals to achieve employment goals. • Strong communication and interpersonal skills when working with clients, employers, and staff. • Awareness of safeguarding, equality, diversity, and inclusion • Knowledge of learning disabilities, neurodiversity, and additional support needs. • Knowledge of barriers faced by people with disabilities when accessing employment. • Experience supporting adults with learning disabilities and/or additional support needs. • Good record keeping and report writing skills. • Commitment to equality, inclusion, and the rights of people with disabilities. • A person-centred and strengths-based approach to support

Competencies:

Continuous Professionalism:	This means fulfilling commitments, following procedures, acting in a very professional manner, and believing in The Action Group values of choice and opportunity for all. It also includes the ability to communicate in a lucid and structured manner
Developing Self:	This means having the desire to learn new things and constantly improve your own working practice
Empowering People:	This means being able support others in a practical way whilst respecting their needs, choices and dignity. Sometimes it involves communicating specialist knowledge in an understandable manner. It also includes providing appropriate motivation, encouragement and constructive feedback.
Planning & Organising:	This means being able to manage a complex and ever-changing workload, work to deadlines, and to change plans as circumstances change
Building and Maintaining Relationships:	This means demonstrating the ability to develop trusting relationships with others. It can only be done through active listening, effective communication and respect for other people.
Analysis & Decision-Making:	This means assessing situations and making sensible decisions using all information available to you at the time.
Working in Partnership:	This means working effectively as part of a team, marketing All In Edinburgh services and persuading employers to use them, plus negotiating and participating in external professional networks when required.

2. Useful skills and experiences for this role

- Experience of support work, working alongside colleagues with disabilities, or experience with recruitment.
- A PDA Qualification in Supported Employment, or the ability to gain this within one year