**Selby Team Development Manager**

**Accountable to**: Head of Operations North Yorkshire **Salary**: £28,792 - £31,604(FTE)

**Location:** Selby **Hours:**  32 hours per week

**Role Summary**

The Team Development Manager will provide the day to day operational management of the Locality Team(s) ensuring that Carers receive a timely and quality service from Carers’ Resource of the highest standard. The role will ensure that the needs and views of the carers are central to all services.

The manager will also develop carer support services in Selby, actively seeking additional funding for new projects and working proactively with partners to identify and subsequently meet unmet need..

Broadly the role is divided into four main functions, alongside elements core to all managers:

**Line management**

* Develops, manages, motivates and supports staff and volunteers
* Supervises the work of, and provides personal support to, individuals within the team through regular supervision and helping with demand management.
* Facilitates timely transition of cases both within Carers’ Resource and to external organisations
* Handles performance issues constructively, resolves conflicts, sets and maintains performance standards to reflect organisational  goals in a timely manner
* Leads on the recruitment of staff and volunteers by following and using people management processes; including writing reviewing the job description, adverts developing adverts for internal and external purpose, shortlisting , interviewing and offer letters.
* Leads on staff induction for the team role, including provision of IT equipment, phones and system access and assists/ensures that corporate induction is completed and proactively manages it
* Proactive management of induction  review periods and confirmation into role once all mandatory training has been achieved
* Ensures all staff are trained and are competent to fulfil their roles confidently and with compassion
* Ensure that existing staff levels are managed appropriately to facilitate meeting carer need, including office and telephone cover in line with our model of working and contract requirements
* Ensure the delivery model as laid out in the strategy is adhered to at all times
* Produces and ensures the full implementation of the team’s development plan by using effective PDR management

**Project management**

Accountable to, and working closely with,  the Head of Operations

* Leads, develops and delivers carer services across the Selby district through the local carer worker teams
* Researches  locality and local issues relevant to work with carers, such as demographics
* Produces  relevant management information, adhering to set deadlines and to help develop services based on trends identified
* Ensures all minimum standards are met, sustained and regularly reviewed
* Sets and ensures achievement of  appropriate KPIs in line with organisational and contractual requirements
* Takes responsibility for the completion of contract and grant monitoring to ensure  timely submission
* Ensures  effective and  timely communication with staff, peers and managers using agreed communications channels , e.g. CR Matters, team meetings

**Partnership management**

* Pro-actively promotes and develops opportunities for working in partnership with local organisations to enhance services for carers and other vulnerable people
* Actively networks with partners and stakeholders  to enhance local services
* Ensures the experience of the carer/client receives in receiving a seamless journey throughout the organisation and strives towards parity across all services across all localities
* Engages as appropriate with other local organisations to whom we signpost and refer
* Build relationships across  localities ( for example  with local MPs, elected members, partner organisations) to enhance the reputation of the service and attract future funding
* Ensures teams are embedded in their local communities with strong networks with local workers
* Supports the work of forums consulting with carers on existing and new projects
* Represents the organisation at appropriate meetings in agreement with the Head of Operations
* Maintains  up to date knowledge of local strategies and plans that impact on carers and service delivery

**Risk management**

* Takes responsibility for assessing and recording service  risk and keeping senior managers informed
* Knowledge of legislation and policy pertaining to safeguarding, and confident in applying it with team
* Reports anomalies and concerns to Head of Operations in a timely fashion
* Responsible for supporting and managing staff wellbeing through management supervision and Individual risk assessments
* Uses organisation policies, procedures and guidance to support delivery
* Communicates effectively to team, peers and other managers

**Responsibilities applicable to all**

The post holder will not only by managing their specific area of service, but also working closely with other colleagues across the organisation using matrix management and  effective communication skills.

Carers’ Resource prides itself on being accessible and available to unpaid carers from all walks of life, by offering tailor made support, which enables carers to improve their quality of life. This is an increasingly challenging environment, both for carers themselves, and Carers Resource as an organisation, and it is fundamental that all staff are prepared to offer energy and enthusiasm to provide excellent services to all stakeholders.

**Line Management**

* Knowledgeable of all induction and supervision processes
* Actively encourages two-way engagement in staff supervision processes
* Proactively manages their team and engages with other teams to provide seamless services
* Confident to pick up queries from direct reports and find solutions
* Confident to liaise with own line manager over complex issues
* Has clarity of what a good job looks like and how to articulate it to others
* Has clarity on how to deal with minor issues informally and with a solution focussed approach
* Is familiar about aspects of;
  + Recruitment, induction and managerial and non-managerial processes
  + Disciplinary, capability and grievance procedures
  + Key policies and procedures

**Leadership**

* Be self-aware and prioritise personal development
* Focus on supporting and developing others
* Encourage innovation and action
* Be ethical and civic minded
* Practice wide reaching communication
* Have clarity and focus

**Culture**

* To perpetuate a culture of openness, transparency and living our values
* To have an awareness of the impact of ‘the ways we do things round here’ on the effectiveness of the organisation
* To be able to plan for cultural change and implement new ways of operating

**Knowledge**

* Able to look outwards and understand the wider context of our work
* A senior practitioner, confident in their knowledge of service delivery
* Acceptable standards of quantity and quality of service delivery
* Needs of carers and others we support
* The delivery model, how it works and why we have it

**Team**

* Works as part of a team
* Thinks about the team approach
* Supports other members of the team
* Takes responsibility for team performance
* Prioritises communication across the team

**General**

* Is prepared to admit to mistakes and learn from them
* Focussed on meeting the needs of those we support
* Can do, solution focussed approach
* Works hard, is focussed when at work
* Works to maintain the good reputation of Carers’ Resource
* Undertake any other duties that may be considered commensurate with the level of the post
* Goes “the extra mile” when necessary

**PERSON SPECIFICATION**

**The following are essential in order to be able to fulfil the duties of this role**

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| **EXPERIENCE** |
| Managing staff and / or volunteers and contributing to their development |
| Meeting carers' needs and awareness of current issues affecting carers |
| Working in, or with  the voluntary sector |
| Cross team  working and matrix management |
| Initiating, managing, developing  and evaluating projects meeting targets and deadlines |
| **SKILLS & ABILITIES** |
| Commitment to work on own initiative dealing with requests from service users/other organisations |
| Ability to be flexible to work on and solve day-to-day problems, as well as working as part of an extended team whilst managing conflicting demands. |
| Able to demonstrate good verbal and written communication skills. |
| Organisational abilities, an ordered systematic approach to work and an eye for detail |
| Ability to analyse information and use it to deliver services |
| Skilled communicator, with the ability to communicate well with people from all walks of life and to work with staff at all levels |
| Need to be self-motivated, to organise time effectively, to manage workload, to prioritise tasks and to work to agreed targets. |
| IT literate – a competent user of Word, Excel, email, databases ability to share knowledge with others |
| Ability to share knowledge with others through report writing and presentations |
| **KNOWLEDGE** |
| Evidence of a good general education  ( minimum of Level 3 or equivalent) with on going professional development |
| Knowledge of the role played by statutory, private and voluntary sectors and the way they operate and of community care issues |
| Good knowledge of the information and advice needed by carers and others we support |
| Knowledge of legislation and policy pertaining to safeguarding, and confident in applying it |
| Knowledge of other organisations to whom carers are signposted to |
| Knowledge and understanding of Equality and Diversity, Dignity and respect for Human Rights will apply to this role |
| **OTHER REQUIREMENTS** |
| Flexible and adaptable approach with willingness to work outside core hours when required |
| An understanding of the need for confidentiality, sensitivity and a non- judgemental attitude. |
| Applicants must be willing to undergo screening appropriate to the post, including checks with past employers and the Criminal Records Bureau. |
| Own transport and clean, current driving licence, business class insurance |
| It is desirable for the post holder to have been double vaccinated against Covid (or have medical exemption) |