

Team Leader

Job Description and Personal Specification

Role:	Team Leader
Place of work:	Based from one of our London Hubs (Stockwell, Hornchurch, Tottenham, Kings Cross, Lewisham, Croydon, Ealing, Canning Town) with frequent travel across our sites (occasional home working also available)
Hours of work:	38 hours per week
Salary/Grade	Grade G- Up to £35,000 per year
Reports to:	Senior Operations Manager
Level of screening:	Enhanced DBS/ Prison Vetting

Who we are

Catch22 exists to help build a society where everyone has a good place to live, good people around them, and a fulfilling purpose. We call these our '3Ps'.

We achieve this in two ways. First, we improve lives on the frontline through delivery of public services. Secondly, we use our knowledge to change 'the system', to fix the complex web that can trap and disempower those it was set up to help. With the heart of a charity and the mindset of a business, we are uniquely placed to deliver on this challenging agenda.

In Justice, we work with young people and adults in custody and in the community, providing a range of services including offender management and resettlement, mentoring, veterans in custody, victim services, gangs work and youth justice. We believe that with effective support mechanisms and the correct interventions, we can change service user's ideology, helping them desist from crime and reach their true potential.

Where you fit in

This post presents an exciting opportunity to become first line manager within our Commissioned Rehabilitative Services (CRS) within the London region. These services are commissioned by HMPPS to deliver tailored support services intended to support individuals to re-integrate in the community and reduce reoffending by addressing a range of needs with people on probation.

Your role is to provide line management and motivate a team of Frontline Practitioners teams to achieve our Justice Business Plan objectives: innovate, revitalise and reform the delivery of Justice Services.

This role will involve working in close partnership with delivery partners, HMPPS, Voluntary Sector and other Criminal Justice organisations to promote and deliver our services and achieve the required outputs and outcomes.

You will be responsible for ensuring all services are mobilised in accordance with contractual deadlines, service deliverable are contractually compliant and meet Catch22's reporting mechanisms. Furthermore, you will take a pivotal role co-designing innovative and engaging service provisions to ensure best practice and leading-edge services are available to all service users.

You will be accountable for creating an environment in which staff are engaged and empowered to achieve greater impact and understand the strategic vision of Catch22. You will proactively promote the values, aims and objectives of Catch22 and show understanding and commitment to the needs of service users and their local communities and how Catch22 Justice services can most effectively address these needs.

Main Duties & Accountabilities

As a Team Leader your main duties and accountabilities will include:

- To provide high quality line management to a team of frontline practitioners
- Maintain effective communication with all stakeholders.
- Through monitoring and management, contribute towards the delivery of high quality, cost effective services in line with commissioner and organisational requirements.
- Supporting Frontline Practitioners in engaging service users in rehabilitation activities and address any risks that emerge.
- Ensuring that staff and volunteers are engaged with what Catch22 Rehabilitation is seeking to achieve, are motivated and understand their role and contribution.
- Effectively manage performance ensuring that commitments are met, and that performance is maximised, acting promptly to respond to and resolve performance and compliance issues as they arise.
- Implement policies, procedures and evidence based innovation and performance improvement systems and processes. Work to continuously improve the efficiency and effectiveness of service delivery and organisational performance and ensure compliance with contractual requirements and standards.
- To ensure that support plans and reviews are in place within the required timescales and agreed reports to the Senior Operations Manager are prepared in a timely fashion, using established monitoring systems.
- In liaison with the Senior Operations Manager to participate in the development of team objectives.
- In liaison with the Senior Operations Manager to ensure the maintenance of the team's database and compliance entry to the Authorities Case Management system for the purposes of casework recording, monitoring and evaluating service provision.
- Ensure that disciplinary, complaints and grievance procedures are appropriately managed, including the undertaking of investigations and the conducting of disciplinary interviews when required.
- Ensure Frontline Practitioners manage risk for all Service Users in accordance with NPS and organisational procedures.

- Actively promote diversity ensuring that the diverse needs and aspirations of all Service Users are considered in service planning and delivery and that appropriate responses are put in place to ensure access to relevant services that support rehabilitation.
- Maintain records in accordance with NPS, Prison & organisational procedures and use relevant information and technology appropriately with proper attention to data security.
- Engage in supervision and appraisal meetings with the Frontline Practitioners and take opportunities to undertake further personal learning and development activities.
- Ensure that regular 1-1 supervisions are undertaken and that each member of staff has an annual PEF appraisal.
- Participate in the selection and induction of new staff to ensure that they are aware of their duties and the policies, practice and values of Catch22.
- Manage absenteeism and lateness in line with Catch22 managing sickness and absence policy.
- Ensure all staff maintain high standards of professional performance at all times using the Catch22 expected governance processes and use PIP's (performance improvement plans) appropriately wherever necessary.
- Manage staff induction and probationary periods in line with Catch22's Probation policy.
- Hold regular staff meeting and other relevant stakeholder meetings. Share relevant and necessary information with team.
- Manage and monitor the workload of the team and ensure that all current performance and service expectations are adhered to.
- Support the professional development of the staff

What does good look like for this role?

As a Team Leader you will be responsible for managing and supporting Frontline Practitioners to engage with Service Users drawing upon each of the five competencies: risk of harm, engagement, diversity, communication and teamwork.

The Team Leader will have a great opportunity to be a positive influence for change and to work with a wide range of partners to improve Service Users' prospects on release.

'Good' in this role will include:

- A confident and professional approach to supporting individuals from diverse backgrounds who may present with multiple difficulties.
- Able to be adaptable, working in what can be a challenging environment whilst maintaining a motivational approach.
- Ability to build and manage relationships, share knowledge and skills to deliver shared goals.
- Working collaboratively with a variety of partnership organisations to deliver a great service to Service Users.
- Attention to detail particularly relating to recording of work and meeting of deadlines.
- Excellent communications skills with the ability to adapt messages to the audience receiving them and retain confidentiality at all times.

Organisational Relationships

Reports to Senior Operations Manager

A Team Leader liaises closely with key stakeholders such as Directors, Assistant Directors, Service Managers, Employees and Human Resources. The post holder will also be required to effectively communicate with Service Users, Probation staff, Prison staff, other Dynamic Framework providers, Housing Officers and workers for other statutory and voluntary agencies both who offer services relevant to the rehabilitation of those involved within CJS.

Team Leader: Person Specification			
COMPETENCY	ESSENTIAL	DESIRABLE	ASSESSMENT
QUALIFICATIONS	<p>Good basic education, including Maths and English GCSE or equivalent.</p> <p>Evidence of continual professional development.</p> <p>Experience working with Microsoft Office - Word and Excel</p>	<p>Any qualification relevant to rehabilitation of offenders, for example criminology/ criminal justice/ social care/ mental health/ IAG/ Family Services/ Emotional Wellbeing/ Social Inclusion</p> <p>Training on Justice IT systems (I.e OASys, Delius, P-Nomis)</p>	Application
KNOWLEDGE/ EXPERIENCE	<p>Management and Leadership experience</p> <p>An understanding of legislation, research and performance requirements relevant to the rehabilitation of individuals involved in CJS</p> <p>Knowledge of the main resettlement pathways and services that offer interventions relevant to these pathways.</p> <p>An understanding of the importance of risk assessment and management.</p> <p>An understanding of models of evidence and methodologies in relation to offender rehabilitation.</p>	<p>Experience of working with offenders and/or disadvantaged people.</p> <p>Life experience such as overcoming difficulties.</p> <p>Experience of working in a team and/or with partner organisations.</p>	Interview/ Application

<p>SKILLS & ABILITIES</p>	<p>Ability to build and develop good working relationships at all levels.</p> <p>Skills in risk assessment/screening and management and evidenced based decision making.</p> <p>Demonstrates a positive approach and commitment to both team and partnership working.</p> <p>Ability to act as an ambassador in promoting our values and approach to staff, partners and stakeholders.</p> <p>A track record of achieving positive improvements in service delivery/ performance.</p> <p>Demonstrable engagement skills including interviewing and motivating skills that support offenders' rehabilitation.</p> <p>Ability to prioritise and delegate. Able to organise and manage multiple tasks successfully whilst working under pressure and to Ability to work in line with data protection requirements.</p> <p>Good verbal and written communication skills, including the ability to produce performance reports, rehabilitation plans etc</p>	<p>Demonstrable engagement skills including interviewing and motivating skills.</p> <p>Contract management experience OR</p> <p>An understanding of contracts and contractual practice in a service delivery environment.</p> <p>Direct knowledge of and recent contact with a range of relevant commissioners/ funders.</p> <p>A track record of integrating volunteers into service delivery.</p> <p>A track record of involving service users in the design and delivery of services.</p> <p>Experience of managing budgets, ensuring value for money, and meeting financial targets.</p>	<p>Application/Interview</p>
<p>OTHER</p>	<p>A track record of integrating, diversity and cultural issues into service planning, design and delivery.</p> <p>Willing to travel and work flexibly.</p>		<p>Application/Interview</p>

	<p>Willing to undertake training, as required.</p> <p>Demonstrates a commitment to building teams and effective partnership working.</p> <p>Ability to create a compelling vision for stakeholders, partners, staff and volunteers and successfully manage and communicate change.</p> <p>Ability to effectively engage commissioners, stakeholders and other partners.</p>		
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