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| **Position Title** | **Supporting People on Probation Team Leader** | **Reports to** | **Service Manager** |
| **Location: Covering mandated locations in Cambridge, Peterborough and Huntingdon** | | |  |

# Introducing Forward Trust

We empower people to break the often interlinked cycles of crime and addiction to move forward with their lives. For more than 30 years we have been working with people to build positive and productive lives, whatever their past. We believe that anyone is capable of lasting change. Our services have supported thousands of people to make positive changes and build productive lives with a job, family, friends and a sense of community.

Forward Trust now delivers services within the **Commissioned Rehabilitative**

**Services (CRS)** as part of the Ministry of Justice’s new probation system, procured by Regional Probation Directors to provide flexible, responsive services to help break the cycle of reoffending.

# Role Overview

You will be working remotely as part of a flexible, multi-disciplinary team, covering a region as a Team Leader in the Personal Wellbeing Service as part of the CRS probation system.



**The**

**Forward**

**Trust**

**Job**

**Description**

You will be managing a team of practitioners delivering interventions to adult male prison leavers and those on community orders within the Probation services. The support is tailored to individual needs, delivering a range of programmes within the categories of Family and Significant others, Lifestyle and associates, Emotional Well Being and Social Inclusion.

On a daily basis you will be allocating caseloads, managing a small number of complex cases, supporting and developing your team, and ensuring deadlines and quality standards are met. You will be responsible for delivering on performance targets set by Forward Trust and Commissioners. You will support the Service Manager to ensure data accuracy and data submission deadlines are met.

At times you will be the most senior representative available/on site and will be required to deputise for the Service Manager to ensure the smooth running of the service. You will be in a position of trust and building an excellent relationship with your manager will be a priority, as well as collaborative working relationships with partner agencies.

You will be responsible for adhering to the targets set by Forward and the local commissioners. Co-operative working relationships with other partner agencies and probation staff are vital to this role.

On occasions some flexibility will be required in this role which may include working evening hours with prior notice. You may also be required to attend our head office for training.

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# Role Responsibilities

## Leadership and People Management

* Build strong relationships with colleagues in the Probation Delivery Unit , and make full use of the support offered by your line manager and Head Office functions.
* Positive role model during periods of change (i.e. contract implementation, management changes, new ways of working)
* Develop and maintain relationships with key stakeholders and prison governors, by representing Forward at regular meetings.
* Support individual development needs for direct reports, providing quarterly line management and probation reviews as a minimum.
* Ensure all interventions are delivered to the required standards by facilitating observed practice sessions, carrying out file checks and providing constructive feedback.
* Support effective case load management, making sure that clients are prioritised appropriately and seen in a timely manner, ongoing care and treatment is reviewed in close liaison with other agencies.
* Motivate the team to ensure KPIs are met and take an active role in implementing and achieving them.
* Manage team performance and dynamics to maintain a positive working environment, working in conjunction with HR and the Service Manager; ensuring all concerns are escalated to Senior Operations Manager.
* Leading by example in self-care, including use of therapy allowance.

## Service Management

* Oversee and ensure effective management of the service.
* Compile the service rota and share with all colleagues in the team.
* Attend daily meetings and all case management meetings, as well as chair monthly team meetings.



* Lead on and encourage integrated ways of working with partners.
* Manage resources effectively in order to meet targets and deadlines in accordance with contractual standards.
* Undertake reviews and adaptation of service delivery model in conjunction with Service Manager to ensure service delivery and targets are met.
* Ensure that interventions are delivered in accordance with the needs of the service users, complying with internal process audits, continually ensuring that contractual obligations are met.
* Carry out risk and initial/comprehensive assessments, develop and maintain action planning and complete session and end of service reports.
* Maintain live records as per requirements of the Refer and Monitor system
* Complete reports as requested by line manager
* Build and maintain effective working relationships, communication and liaison with all stakeholders; including sign posting to relevant agencies to enhance POP access and support.
* Update the Refer and Monitor system daily with information indicating changes in risk including:
  + Non-attendance,
  + Poor engagement with activity.
  + Threatening behaviour.

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