

## FT JD 2025 TEAM LEADER –

<b>Position Title:</b>	Team Leader	<b>Reports to:</b>	Senior Operations Manager
<b>Location:</b> Working across mandated locations in Gwent and South Wales prisons and PDU locations and remotely across Dyfed Powys as required			

### 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 delivers services within the Commissioned Rehabilitative Services (CRS) as part of the Ministry of Justice's probation service, procured by Regional Probation Directors to provide flexible, responsive services to help break the cycle of reoffending.

### Role Overview

You will be working flexibly as part of the Camau leadership team, covering a region or specialism (Custody/ Community) in the Camau CRS Accommodation Wales team to deliver a high quality and inclusive Accommodation Service as part of the HMPPS Commissioned Rehabilitative Services (CRS).

Leading on improving access to transitional support from prison to the community via integrated working with other Housing, Health and Wellbeing partners, both within the prison and in the community, is an essential element of the work to prepare service users for release.

You will also be providing coaching, mentoring and line management support to a Senior Housing Interventions Officer and a team of frontline Housing Interventions Workers delivering interventions to adult male prison leavers and those on community orders within the Probation services.

The support is tailored to individual needs and is delivered using a blend of 121 and group interventions enabling and empowering men on probation to make progress towards desired housing outcomes. We believe that everyone has a right to a home and deliver interventions with a focus on sustainable housing, personal development and Social Inclusion to support people on probation to live a fulfilling life, whatever their past.

On a daily basis you will be required to support the leadership team in the allocation of caseloads, supporting, coaching and developing the team and ensuring data accuracy and submission deadlines and quality standards are met.

At times you will be the most senior representative available/on site and will be required to deputise for your line manager (Senior Operations 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 and

other Forward colleagues will be a priority, as well as collaborative working relationships with internal departments and external 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 in London or other Forward locations for training and meetings.

## **Role Responsibilities**

### **Service Delivery**

You will be responsible for delivering on performance targets set by Forward Trust and Commissioners. You will support the Senior Operations Manager to ensure that quality and accuracy of data is maintained and that reporting and data submission deadlines are met.

Co-operative working relationships with internal and external partner agencies and probation staff are vital to this role as you will lead in the partnership and engagement strategy for area you cover. On occasions some flexibility will be required in this role which may include working evening hours with prior notice.

### **Leadership and People Management**

- Build strong relationships with colleagues in HMPPS and G4S Prisons and HMPPS Probation Delivery Units, 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 The Forward Trust at regular meetings.
- Support individual development needs for direct reports, providing regular coaching, support and supervision and 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 Quality Assurance case audits 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.
- Attend daily meetings and all case management meetings, as well as chair monthly team meetings for direct reports.
- 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 Senior Operations 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 and Nebula case management systems.
- 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 service user access and support.
- Developing and enhancing strategic links with a variety of community based services from all sectors.
- Map existing custody and community services to improve access to and identify gaps in provision.
- Develop a stakeholder strategy for engagement, identifying organisations that fall into each service delivery category or span multiple categories
- Continuously improve coordination of voluntary sector provision, including mapping services and joining them up, as well identifying gaps.
- Develop links to improve and enhance access to community services for clients
- Enhance the knowledge and access to voluntary sector support amongst people leaving prison and people on probation.

## **Quality and Safety**

- Carry out regular Quality Assurance case audits, and develop constructive feedback and action plans to ensure that any issues are escalated and addressed in a timely manner and good practice is effectively shared throughout the service to ensure continuous improvement.
- Ensure that information, including statistical data, for audit, research and reporting purposes, is effectively and efficiently collected, recorded and collated in the assigned area.
- Risk identification and management, in liaison with Service Manager. Includes attending and participating in the quarterly Regional Governance meetings and updating the Risk Register and other SIP documentations.
- Work with the highest regard to health, safety and security in the workplace highlighting any risks (potential or actual) to the Service Manager and (where appropriate) the Head of Governance, in accordance with Forward's risk management protocols.
- Effectively manage information, particularly confidential information, within statutory duties and in accordance with best practice.

- Provide appropriate support and debriefing of direct reports following
- Promote and ensure departmental compliance with all relevant legal, regulatory, and ethical responsibilities.

### Administration

- Ensure that Induction and probationary reviews for new employees are recorded to the expected standards and uploaded to the Forward HR record of each employee
- Ensure that 121 supervision and Quarterly Line Management reviews for employees are recorded to the expected standards and uploaded to the Forward HR record of each employee
- Ensure that all employee absences, including annual leave/holidays, wellbeing time and sickness are recorded to the expected standards and updated on the Forward HR record of each employee
- Ensure case management/programme documentation is maintained to the expected audit standards.
- Monitor the quality of all data input to meet contractual obligations and expected standards

### Our theory of change

Our theory of change illustrates how we enable transformational change to happen via a series of service pathways.

Forward's mission is to empower people to break the cycle of crime and addiction and achieve transformational change. Our theory of change illustrates how we enable this to happen via a series of service pathways. Our clients can follow these to make changes and ultimately turn their lives around, with a range of interventions available at each stage to enable progression. All of these pathways are enhanced by the presence of our peer support network – Forward Connect – that provides inspiration and direction to clients seeking to make changes.



Pause



Engage



Develop



Prosper



Our theory of change

### Pause activities

- **Drug and alcohol recovery:** assessment and stabilisation of drug use. Immediate medical care and prescribing
- **Mental health:** assessment, triage, and harm reduction advice and information
- **Families:** mapping and reviewing key relationships
- **Employment:** assessment of employment status, and realistic job opportunities
- **Housing:** assessment of housing status, advice and information

#### Engage activities

- **Drug and alcohol recovery:** working on motivation to change, skills and recovery
- **Mental health:** One-to-one support and group workshops to promote wellbeing and healthy behaviours
- **Families:** Reaching out to family, friends and peers to develop positive connections
- **Employment:** articulating dreams and ambitions; vocational skills and work-ready behaviours
- **Housing:** support planning aimed at starting and maintaining tenancies

#### Develop activities

- **Drug and alcohol recovery:** working through our 12-step recovery programmes; engagement with support networks
- **Mental health:** pursuing safe and healthy behaviours, and activities that generate mental health and wellbeing
- **Families:** working through difficult issues, building positive networks
- **Employment:** placement into real jobs or work experience
- **Housing:** sustainable and safe independent housing with wrap around support

#### Prosper outcomes

- **Drug and alcohol recovery:** Independent and positive lifestyle, free from crime and addiction
- **Mental health:** a long, contented and healthy life
- **Families:** lasting, supportive and positive relationships with family and social networks
- **Employment:** economic independence, self-worth, career progression
- **Housing:** a sense of stability and belonging with a foundation for the future