



## The Forward Trust Job Description

|                       |                    |                   |                        |
|-----------------------|--------------------|-------------------|------------------------|
| <b>Position Title</b> | <b>Team Leader</b> | <b>Reports to</b> | <b>Service Manager</b> |
|-----------------------|--------------------|-------------------|------------------------|

### Introducing Forward Trust

We are The Forward Trust (formerly RAPt and Blue Sky), the social enterprise with charitable status that empowers people to break the often interlinked cycles of crime and addiction to move forward with their lives. For more than 25 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.

### Role Overview

You will be managing a team of practitioners delivering health and wellbeing interventions and support to adult drug and alcohol users. The treatment is tailored to individual needs, using both harm reduction and abstinence based treatment approaches as well as supporting low level mental health needs.

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, commissioners and the prime contractor. And 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 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.

### Role Responsibilities

#### Leadership and People Management

- Build strong relationships with colleagues in the unit, and make full use of the support offered by the RSM 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 stake holders 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 RSM. Ensuring all concerns are escalated to RSM.
- Leading by example in self-care, including use of therapy allowance.

### **Service Management**

- Oversee and ensure effective management of the unit
- Compile the service rota and share with all colleagues in the team.
- Attend daily meetings and all health and wellbeing 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 RSM 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, and standards set in HMIP inspections, continually ensuring that contractual obligations are met.
- Manage a small complex client caseload.

### **Quality and Safety**

- Carry out regular service audits, and develop 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 RSM. Includes attending and participating in the quarterly Regional Governance meetings, 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 Regional 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.
- Promote and ensure departmental compliance with all relevant legal, regulatory, and ethical responsibilities.

### **Administration**

- Ensure case management/programme documentation is maintained to the expected audit standards.
- Monitor all data input to meet commissioner, prime contractor and NDTMS requirements.
- Compile data reports for Prime/Commissioner to evidence meeting contractual targets.
- Complete and maintain care plans and assessments to the required standards.

### **Other**

- Take on other reasonable tasks and responsibilities as deemed appropriate by the RSM
- Some flexibility of delivery may be required within the role. This may include additional shifts, or supporting another London service temporarily.

## Role Criteria

Below is a list of the criteria required to apply for this role; please address each of these points in your application.

| Criteria Requirement |                           |
|----------------------|---------------------------|
| <b>E</b>             | <b>Essential Criteria</b> |
| <b>D</b>             | <b>Desirable Criteria</b> |
| Criteria Measure     |                           |
| <b>A</b>             | <b>Application</b>        |
| <b>I</b>             | <b>Interview</b>          |
| <b>T</b>             | <b>Test</b>               |

| Knowledge, Skills and Experience  |   |     |
|---|---|-----|
| Demonstrable experience in the management of teams, performance and development.  | E | A/I |
| Genuine interest in motivating and developing people  | E | A/I |
| Experience in key relationship management both internally and externally  | E | A   |
| Knowledge and experience of implementing formal procedures and policies   | E | A/I |
| Excellent problem solving and negotiation skills  | E | A/I |
| Project and time management skills  | E | A/I |
| Experience of contract management, recruitment experience, and/or data management   | D | A   |
| Previous experience of working in a 12 step primary care programme  | D | A   |
| Personal experience of addiction/imprisonment (Addicts in recovery should have at least 3 years clean time. Ex-prisoners should have been released at least 5 years ago). | D | A   |
| Experience of working within the criminal justice sector  | D | A   |
| Knowledge of the Recovery Agenda  | D | A   |
| Experience of providing services to prisoners, or those with drug or alcohol problems   | D | A   |
| Utilising clinical supervision  | D | A   |
| Personal Attributes   |   |     |
| <b>Proactivity</b> – Quick thinking with a high level use of initiative   | E | I   |
| <b>Resilience</b> – Solves problems, takes learning on board from mistakes to aid personal and professional growth  | E | I   |
| <b>Adaptability</b> – Can work in fast-paced changing environments  | E | I   |
| <b>Confidence</b> – Has confidence in own abilities, has good eye contact and able to communicate clearly and concisely   | E | I   |
| <b>Team Work</b> – Works in harmony with colleagues to deliver results  | E | A/I |
| <b>Open to Feedback</b> - Open to constructive feedback in order to further develop   | E | I   |
| Qualification   |   |     |
| A qualification in Management at Level 5 or demonstrable experience in a comparable role  | E | A/I |