

Role Profile

Part A - Grade & Structure Information

Job Family Code	10BF	Role Title	Supported Employment Team Leader - WorkWell
Grade	PS10	Reports to (role title)	Supported Employment Operations Manager
JE Band	371-438	Directorate / School	Place
Date Role Profile was created	Apr-26	Service / Department	Economy & Growth
Agile	Community	<u>DBS Requirement</u>	Enhanced Excluding Lists

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	<p>Effectively establish and manage a team of WorkWell Employment Coaches in a target driven environment, supporting them to support residents / participants with effective actions that will help them overcome health barriers and into work or to remain in work. They will be responsible for establishing and implementing programme service standards and operational workflows and developing induction and management plans for staff.</p> <p>They will also assist the Supported Employment Operations Manager to any oversee external provision and the multi-disciplinary offer and to ensure consistency of approach across Supported Employment services. They will establish the multi-disciplinary team by convening local health and community partners to establish an offer, clinical oversight and agreement of referral pathways.</p> <p>Ensure that activity is accurately captured on the client relationship management (CRM) system to review customer journey and demonstrate achievement of outcomes. Identify where performance needs to improve through weekly check-ins and cross team case reviews. Review and refresh the tools, relationships and resources the team will need to deliver service targets. To oversee and implement safeguarding responsibilities for participants and coaches.</p> <p>Work collaboratively and effectively across the Economy & Growth team to engage employers through existing mechanisms. This will include alignment of operations with other support programmes, alignment of resources, and alignment of marketing and communications activity to deliver joint objectives.</p> <p>Matrix manage relationships with other members of the Economy & Growth team, sharing good practice and contributing to the continual review of service delivery improvement at an operational level. Work across the team on a number of Economy & Growth activities exemplifying and embedding horizontal working best practice.</p>
Work Context	<p>Surrey County Council has been appointed as the Local Accountable Body for the delivery of the national WorkWell programme across the Surrey and Sussex ICB area. WorkWell 2 is built on a simple but powerful principle: early intervention in employment support interventions works. By offering timely, preventative support, the programme aims to help people overcome emerging health related barriers before they escalate into long term worklessness or economic inactivity. By the end of the contract term in 2029, it will have supported 3,765 Surrey residents alone to overcome health-related barriers to return and maintain employment.</p> <p>The Supported Employment Team Leader is responsible supporting residents and employers by helping individuals back into and to remain in work and building a more diverse talent pool. This role will operate with other Team Leaders and take primary responsibility for the WorkWell programme which supports residents with health barriers to return and remain in employment. They will do this by ensuring their team of 9+ WorkWell Employment Coaches have the right tools, resources and relationships to effectively manage their caseload.</p> <p>The postholder will work horizontally across the team and with partners to help identify a pipeline of health partners, employers and residents that could benefit from Supported Employment programmes. They will also work closely other parts of the team to ensure that employers are fully supported to offer jobs and build a more diverse and inclusive talent pool. They will also oversee implementation, convening and management of the multi-disciplinary team, providing additional support to coaches and a broader health offer to residents through establishing partnerships with local health and community partners.</p> <p>They will be the Lead on meeting contract requirements and ensuring WorkWell in Surrey is a success. They will work proactively with the in-house team on marketing and communications to raise awareness about the programme.</p> <p>The role will be based in Woodhatch Place, Reigate and is offered on a fixed-term basis to March 2029 with possible contract extension subject to funding.</p> <p>There will be a requirement to work across the county with regular travel and in-person meetings across Surrey.</p>
Line management responsibility if applicable	Direct line management of up to 9 WorkWell Employment Coaches. Matrix management of others across the Economy & Growth Team
Budget responsibility if applicable	£50,000 pa spot purchase budget -subject to sign offs

<p>Representative Accountabilities Typical accountabilities in roles at this level in this job family</p>	<p>Analysis, Reporting & Documentation</p> <ul style="list-style-type: none"> Assess or conduct analysis, presenting results and putting forward recommendations on managing more complex situations to support decision making. Analyse and make recommendations for improvement or development of existing systems, processes or policy. <p>Service Delivery</p> <ul style="list-style-type: none"> Maintain, develop and review systems, processes, procedures and working methods to maximise service delivery, quality, efficiency and compliance. Provide specialist/professional advice and recommendations within defined policy/strategy and procedures to support informed decision making. <p>Planning & Organising</p> <ul style="list-style-type: none"> Plan workloads and secure resources to enable the team/s to achieve a quality service. Lead projects and reviews within a defined area of work as directed by manager to support and enhance service delivery. <p>Finance/Resource Management</p> <ul style="list-style-type: none"> May assist with budget/resource/funding management in accordance with the organisation's policies and procedures. May have delegated responsibility for a budget(s). <p>Work with others</p> <ul style="list-style-type: none"> Liaise, communicate and build relationships with other internal departments, customers, partner organisations, agencies and/or contractors to support and represent the team/service. <p>People Management</p> <ul style="list-style-type: none"> May manage a team operating in a well defined specialist area or oversee the delivery of a range of support services to a service or function. Monitor and support the performance management and development of team members to ensure that individual contributions are maximised. <p>And/Or</p> <ul style="list-style-type: none"> Operate as an individual responsible for the delivery of a high level and complex service. <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety & Welfare: To be responsible for ensuring health & safety policies, procedures and legislation are implemented, communicated and managed including making sure that health and safety responsibilities are fully understood and carried out by employees within their service area.</p> <p>To have regard to and comply with safeguarding policy and procedure as appropriate.</p>
<p>Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics</p>	<ul style="list-style-type: none"> Degree qualified, or significant vocational experience demonstrating development through involvement in a series of progressively more demanding relevant work/roles. Professional qualification, or able to evidence knowledge and understanding of appropriate business disciplines. Comprehensive knowledge of computerised business systems in terms of functionality and capability (some roles). Knowledge of principles, practices, policies and procedures relating to business planning and financial and organisational management. Proven written and oral communication and interpersonal skills with good negotiation and influencing skills and the ability to work collaboratively with internal and external partners/professionals. Ability to understand, meet and exceed customer expectations. Proven problem solving skills, and the ability to exercise high levels of initiative to devise and implement workable solutions. Proven ability to manage a range of projects through to completion. Significant practical or professional experience and understanding of business, supporting service teams and/or providing support to the public. Previous management experience including staff supervision, development and organisational skills.
<p>Details of the specific qualifications and/or experience if required for the role in line with the above description</p>	<p>Essential</p> <ul style="list-style-type: none"> Experience of working in an employment support setting managing a caseload of people looking for work or supporting them to remain in work Experience of establishing and managing a team and supporting them to achieve targets, developing and implementing operational processes and standards Understanding of the health issues faced by residents in securing and remaining in employment and the actions required to support them into and help them remain in work Experience working with employers to help them recruit from a diverse talent-pool and the actions required to engage and support them A good understanding and experience of Customer Relationship Management systems. A strong understanding of Individual Placement and Support model and associated Fidelity requirements Experience convening partners and external providers to develop holistic wraparound support
<p>Role Summary</p>	<p>Roles at this level lead and manage the work of larger teams, or a grouping of two or more teams with a common theme. Alternatively they may be professional roles undertaking research and providing complex advice and/or managing specialist projects. They will plan and ensure progress within established procedures and policy, and respond effectively to changing priorities and different situations. They will work closely with customers, staff, partners, third parties, agencies and/or contractors and have a primary role ensuring their services achieve the agreed service standards in a cost effective way and improving quality standards. Forward planning could be for months ahead and the role will contribute to longer-term development. Work requires the consideration of future implications beyond the immediate problems and may involve the creation of new approaches and procedures to solve the problem.</p>

