

Team Leader

Team:	SAMAS
Location:	Milton Keynes
Salary:	Starting at £27,000 per annum
Working Hours:	37.5 per week
Contract Type:	Permanent
Reporting to:	Head of Delivery

INTRODUCTION

Community Led initiatives are a lived experience organisation that believes in the capacity for **human change**. We support those who have been through the criminal justice system, have been affected by drug and alcohol addiction, homelessness or mental health issues. We help them to **overcome the barriers preventing them from achieving their goals**.

We inspire people to believe that change is possible. We seek, recruit and develop employees who personify change as they will have encountered and overcome many of the barriers which the people we support will face.

We provide one-to-one peer support and group work activities to help the people we work with to achieve their personal goals. In addition to addressing their practical and emotional needs we help them to develop a new positive sense of self. By the end of our mentoring relationship, the people we work with feel empowered to move their lives forward independently and build upon the successes achieved with us.

Many of the people we work with go on to volunteer here at CLI to help build their CV, develop skills, gain meaningful work and bring utility to their past. And we are proud to say that a significant number of CLI mentoring programme graduates go on to become long term ambassadors for change.

We work in partnership with other organisations that are striving to deliver positive impacts, support change, and share our commitment and values.

And we actively welcome those with lived experience of offending, addiction, homelessness, or mental health issues as part of our team. Where others see risk, we see opportunity.

We believe everyone deserves to feel valued, to be happy, to belong.

JOB SUMMARY

As Team Leader, you will work closely with the Service Manager to contribute to successful delivery of service operations for the Milton Keynes SAMAS contract. You will manage and motivate staff and volunteers to deliver a high quality, effective service centered around the needs of the people we support. You will act as an ambassador for CLI locally and will work closely with the Head of Delivery to develop your relationships with external stakeholders such as partner agencies.

The role will involve the line management of employees and volunteers working on service operations for the Milton Keynes SAMAS contract. You will also be responsible of the recruitment and management of all volunteers in the Milton Keynes area. You will be required to ensure the performance of employees and volunteers is in line with KPIs and contract requirements whilst ensuring employees operate in line with CLI's strategic plan, mission and values. It is essential that you have management skills with an ability to problem solve and communicate effectively to your team to ensure the team understand their responsibilities and CLI's mission.

KEY DUTIES & RESPONSIBILITIES

- To support the Assistant Manager with the successful service delivery of the Milton Keynes SAMAS contract.
- To have line management responsibility for employees and volunteers working on Milton Keynes SAMAS contract.
- To develop effective relationships with partner agencies and other stakeholders.
- Coordinate the delivery of mentoring services for individuals by effective processing and completion of referrals and assessments.
- Direct and manage the volunteer team across Milton Keynes.
- To liaise effectively with local organisations and other relevant agencies to ensure the best support can be provided to service users.
- To promote and embed the workplace values of CLI to the employees and volunteers you are responsible for.
- To ensure your team participates in, as appropriate, training, research, and other developmental activity relevant to improving performance and standards of practice.
- Participate in the development of evidence-based practice within CLI's model of service delivery.
- Promote high standards of person-centered practice amongst your team in line with our organisational values.
- To ensure that you are up to date on all relevant policies and procedures in line with local and governmental frameworks.
- To identify and resolve any performance issues amongst your team ensuring you seek the advice of HR.
- Understand the performance of your team against targets and deliverables for the contract and contribute to ensuring contractual and regulatory compliance.
- To support the development of CLI's Strategic workplans and implement and oversee operational work plans.
- Seek to improve his/her own performance, contribution, knowledge, skills and participate in training and developmental activities as required.
- Comply and ensure the implementation of CLI's policies and procedures.
- Carry out such other relevant duties, as required.

PERSON SPECIFICATION

Qualifications & Experience	Essential	Desirable
Experience of managing a team.		☒
Experience of managing, supervising and coaching employees and/or volunteers, motivating them to drive success and positive outcomes.	☒	
Experience in inter-agency working and/or building positive relationships with partners and/or stakeholders.	☒	
Experience of producing and/or contributing to reports.		☒
Knowledge	Essential	Desirable
Knowledge and understanding of at least one of the following areas; the criminal justice system, homelessness, mental health, substance misuse and the work of Probation services.	☒	
An understanding of best practice when working with individuals across different areas of challenge.	☒	
Knowledge of how to assertively motivate, empower, challenge and develop people.	☒	
Skills & Attributes	Essential	Desirable
Excellent interpersonal, communication and presentation skills with good attention to detail.	☒	
Effective time management skills with the ability to prioritise work, delegate, handle conflicting demands and meet tight deadlines.	☒	
Excellent IT skills, including Microsoft Office software and previous experience of working with other systems and databases.	☒	
The ability to be creative and forward thinking, with a “can do” and solution focused attitude when faced with challenges that may require flexibility, adaptability and resilience.	☒	
Demonstratable coaching skills with the ability to bring out the best in their team.	☒	
Ability to confidently lead, influence and embed, company culture, change and new ways of working.	☒	
Flexible and responsive approach whilst understanding the context and people.	☒	
Strategic awareness and critical thinking skills.		☒
Project management skills.		☒
Data management and analysis skills.		☒
Other	Essential	Desirable
Current driving license, use of car and appropriate business use insurance.	☒	
Be able to display a thorough understanding and commitment to the protection and safeguarding of vulnerable people.		☒



EMPLOYEE BENEFITS

Holidays: 28 days plus bank holidays with Christmas closure between Christmas and New Year for all employees. Annual leave increases in line with length of service.

Birthday: Enjoy an extra day off on your birthday.

Training & Development: 2 hrs per month to focus on learning and career development.

Reflective Practice and Monthly Coaching: An opportunity to evaluate actions and experiences to gain insights and improve future performance.

Employee Social Fund: An initiative designed to bring the organisation together on a social level, fostering relationships and incorporating our values.

Employee Assistance Programme (EAP): This provides all employees a safe space to discuss any of their personal or professional challenges. It is a confidential service available 24/7 for all employees and their immediate families that includes, short-term counselling, legal advice, and financial guidance.

Pension: Peoples Pension scheme, contributions are 3% employer and 5% employee.

Life insurance: Five times salary.

Annual awards ceremony and celebration: An annual awards ceremony tied into a Christmas Party to celebrate the amazing work our employees do.

CLI Staffing Group: An active forum to share your opinions to influence and change the way CLI operates.

Wellbeing: Your health and wellbeing matters to us. We run regular monthly wellbeing activities, giving you dedicated time with your colleagues to focus on your wellbeing. We also hold regular social events to help you connect with your colleagues in a relaxed and fun setting.

Volunteering Days: An opportunity to give back to the community.

Refer a Friend Scheme: An opportunity to qualify for a £250 reward voucher if you refer someone you know into any paid, externally advertised position (permanent or fixed-term) within CLI.

We are Gold accredited by Investors in People, accredited by the Living Wage Foundation and supporters of the Greater Manchester Good Employment Charter.



CLI VALUES

 **community** Inspire
led initiatives Transform
Flourish



People First

People are our top priority. We care so everyone can be their best.

- We care about our work, our colleagues and our service users. We strive to be helpful, kind, understanding and inclusive in everything we do.
- We set clear boundaries.
- We show appreciation to our colleagues and team.
- We take accountability and ownership.
- We are collaborative and embrace diversity.

Community

Our actions and support help build stronger communities where people can find their place and thrive.

- We make a positive impact and contribute to building stronger communities for now and the future.
- We work to increase access and opportunity for all whilst adjusting to meet changing community needs.
- We provide a fun and supportive environment that empowers service users to grow, learn and flourish.
- We collaborate with stakeholders and partner agencies, always putting service users at the forefront of our decisions.
- We build partnerships through open, clear and honest communication.
- We honour our commitments and focus on "how can it be done?"

Transformation

We do challenging work, creating positive change that helps people move on with their lives.

- We believe that small ongoing improvements can result in major positive changes.
- We embrace change.
- We dare to be different and challenge the status quo.
- We use our imagination to propose new ideas and solutions.
- We view problems and ideas in a fresh way.
- We take smart risks.

Excellence

We strive to always be our best, to exceed expectations, to learn from our mistakes.

- We are committed to delivering the highest quality service.
- We are committed, courageous and resilient.
- We persevere and overcome difficulties.
- We continue to learn and grow.
- We work with drive and determination and are motivated to step up in any way possible.

Trust

We trust ourselves, our colleagues and those we work with to do the right thing, to show respect, integrity, acceptance and fairness in all we do.

- We are professional, ethical and trustworthy.
- We are committed to being honest, professional, and accountable in our relationships and in everything we do.
- We are transparent and open.
- We tell the truth openly and without hesitation.
- We believe in doing the right thing and question when others speak or act in a way contrary to our values.