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Description automatically generated*

Job Description – Client Group Learning & Support Team Leader

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| DBS Clearance | * Enhanced with V&B for adult’s workforce |
| Travel Footprint  (geographical area you are expected to travel to for meetings, delivery, training) | All staff will travel to compulsory countywide staff meetings which usually take place twice a year (with over 4 months’ notice regarding planning for part time staff). In addition, you will be expected to travel within a footprint (frequency and times of day will relate to role but are likely to include out of hours travel to accommodate meetings starting at 9am/support sessions finishing at 7pm). Your geographical footprint is:   * Countywide |
| Office Base | * You will be allocated space to work from one of our offices in either Barrow/Carlisle/Kendal/Workington (the one nearest your home address) but you may be required to travel to other offices on occasion. |
| Flexible working | CADAS is committed to agreeing flexible working arrangements, provided that the needs and objectives of both the organisation and the employee can be met. |
| Working hours | 30 hours per week over 4 or 5 days |
| Contract Type | * Fixed term for 2 years then becomes permanent |
| CADAS role profile matrix\* | * This role sits within the profile matrix – Team Leader |

Job Purpose

The Client Education & Peer Support Groups are delivered countywide by Recovery Coaches and the Team Leader will be responsible for the effective promotion, planning, organisation and delivery of the Open and Structured Peer Support Groups. They will be responsible for planning the Recovery Coach delivery schedule, data collection, quality and working as a team to develop resources. Collaboration with internal and external stakeholders either working with a team or being the main point of contact ensuring smooth operation of the Groups across the county.

As the team leader, you will lead and line manage a small team to achieve outcomes and outputs and ensure tasks are completed efficiently and effectively. The team leader is also responsible for fostering a positive work environment, motivating team members, and act as the main point of contact between the team and senior management.

Principal Duties

* Line management of other employees within the organisation
* Collaboration with internal and external stakeholders to coordinate the logistics of planning, organising and delivery of Open and Structured Peer Support Groups across the County.
* Lead and collaborate on the development of current resources for Structured Groups, ensuring they support addiction recovery, up to date information, topic specific and are of a high quality.
* Coordinate the management of a rota identifying where Groups are running throughout the County, venues, locations, times and staff delivery resource. Contribute to problem solving when there are staff absences in terms of communicating with relevant people.
* Lead or attend a range of meetings either on Teams or Face to Face with stakeholders to plan, organise, monitor delivery, review or evaluate projects. Represent the organisation at a range of local meetings.
* Coordinate service delivery of the Peer Support Groups (Open and Structured) ensuring procedures, processes or service agreements are adhered to.
* Ensure a central online resource is up to date with Group information and updated when there are changes eg, venue, location, times.
* Quality assurance of data entry of Groups on CRM systems and provide feedback to Recovery Coaches to improve.
* Proactively collaborate with the Marketing team regarding comms and marketing to promote
* Keep accurate and timely recording and monitoring systems to feed into organisational reporting to CEO, Board and funders

General

Confidentiality

It is a condition of employment that staff will not disclose any information obtained in the course of their duties other than to those entitled to receive it. The post holder must ensure that the confidentiality of personal data remains secure and the terms of the Data Protection Act and relevant CADAS’ policies are met in respect of information held on CADAS’ computerised systems and in relation to the storage, removal and destruction of such information.

Safeguarding

It is imperative that all staff members are aware of and are able to effectively respond to Safeguarding issues and concerns in line with CADAS’ policy, procedure and relevant legislation. All members are required to declare both at application stage and on-going thereafter as circumstances may change, any convictions including spent convictions in line with the requirements of Rehabilitation of Offenders legislation.

Equality & Diversity

It is the aim of CADAS to ensure that no job applicant or employee receives less favourable treatment on grounds of **age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation,** or is placed at a disadvantage by conditions or requirements which cannot be shown to be justifiable. To this end, there is an Equality & Diversity Policy in place and it is for each employee to contribute to its success.

Data Protection

If required to do so, obtain, process and or use information held on a computer or word processor in a fair and lawful way. To hold data only for the specific register purpose and to use or disclose data only to authorised persons or organisations as instructed. All staff members are expected to adhere to the regulations regarding the GDPR, in accordance with CADAS' policies and procedures.

Health and Safety

All Staff must ensure that they are familiar with the requirements of the Health and Safety at Work Act (1974). CADAS’ Health & Safety policy or regulations are applicable to the work place and food hygiene legislation to ensure that the agreed safety procedures are carried out to maintain safe conditions for employees, clients and visitors. It is the general duty of every employee to take reasonable care of their own health and safety and that of others and to cooperate with management in meeting its responsibilities under the Health and Safety at Work Act. Any failure to take such care or the contravention of safety policy or managerial instructions may result in disciplinary action being taken.

Training Education and Development

All staff members are required to participate in any necessary training, supervision and development, to keep up to date with the requirements of the job and to meet the needs of the wider centre and organisations.

No Smoking

CADAS acknowledges its responsibility to provide a safe, smoke free environment, to its employees, service users and visitors. Therefore, all staff members are required to adhere this and this includes the smoking of electronic cigarettes.

**This job description is indicative only and is not contractual. The post will continue to evolve as priorities develop.**

Person Specification: Client Group Learning & Support Team Leader

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| **Experience** | **Essential/ Desirable** | **How assessed** |
| Experience of working in partnership with others to co-produce projects. | Essential | Application Interview |
| Experience of coordinating, planning, organising, delivery and evaluation of Projects | Essential | Application Interview |
| Experience of promoting projects, services and activities to key stakeholders | Essential | Application Interview |
| Experience of both working as a team and independently on own initiative | Essential | Application Interview |
| Experience of recording data, monitoring, evaluating and producing reports | Essential | Application Interview |
| Experience of working with vulnerable adults in recovery and understanding the barriers and issues they may face | Essential | Application Interview |
| Experience of assessing risk including safeguarding issues | Essential | Application Interview |
| Experience of direct line management | Desirable | Application Interview |
| Experience of leading a team | Desirable | Application Interview |
| **Skills and Knowledge Required** | **Essential/ Desirable** | **How assessed** |
| Relevant counselling/therapeutic qualification appropriate to supporting people in recovery or with poor mental health OR when in post successful completion of CADAS Understanding & Working with Addictive Behaviours training (Parts 1 and 2) | Desirable | Application Interview |
| Knowledge and understanding of the ABCD Model & 5 Ways to Wellbeing | Desirable | Application Interview |
| An ability to manage your time, prioritise competing demands and work to deadlines | Essential | Application Interview |
| Excellent interpersonal and communication skills | Essential | Application Interview |
| Ability to influence the work of others, to engage them and work in partnership | Essential | Application Interview |
| **Performance Standards** | **Essential/ Desirable** |  |
| Strategic: The employee shows an understanding of how their objectives link to contracts, strategic plans and the importance of achieving goals | Essential | Application Interview |
| Professionalism: The employee demonstrates a professional demeanor in the workplace, including both their actions and language. The employee also maintains respectful relationships with other employees, management and customers | Essential | Application Interview |
| Teamwork: The employee actively helps other team members when necessary and appropriate. Employees may either ask for help or provide help to other employees | Essential | Application Interview |
| Problem solving: The employee demonstrates strong problem-solving skills when faced with an issue. The employee can think of creative solutions and is flexible when problem-solving | Essential | Application Interview |
| Quality: Employees ensure quality assurance through following policy, procedures and processes producing high quality work in accordance with quality assurance guidelines | Essential | Application Interview |

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| **Level** | **Scope/range/responsibility** | **Skill expectations** | **Attitudinal expectations** |
| Team Leader | **As above including:**  \*Line management of other employees within the organisation  Delivers internal and external presentations | **As above including:**  \*HR processes competent – knowledge and experience  \*Understanding of group and team dynamics  \*Ability to review and develop own leadership style as appropriate  \*Competent delegation | **As above including:**  \*Appreciation for the employed workforce  \*Role models what they expect from others  \*Commitment to Anti Oppressive Practice, fairness and equity |

\*CADAS Role Profile matrix

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| **Level** | **Scope/range/responsibility** | **Skill expectations** | **Attitudinal expectations** |
| Admin Team | \*Localised to W&F, Cumberland or Countywide  \*Activities and capacity shaped by managers  \* Significant delivery of administrative tasks  \* Collaboration and delivering admin to internal and external stakeholders  \*Attention to detail and accuracy a high priority | \*IT confident – ability to be shown new platforms and work with them after initial support  \*Literacy and functional maths to a level which enables written case studies, the completion of timesheets, achievement of CPD  \*Good communicator  \*Reflective practitioner | \*Open and honest  \*Flexible in approach  \*Resilient  \*Self-motivated  \*Proud to support the organisation  \*Able to embrace change  \*Displays a growth mindset  \*Sense of integrity |
| Delivery Team | \*Localised to W&F or Cumberland  \*Activities and capacity shaped by managers  \* Significant delivery to individuals or groups with corresponding admin  \*Delivers 3 or fewer of the following activities at any one time:   * 1:1 (adults or young people) * Peer support group facilitation * Health Promotion events * Young people’s educational workshops * Adult training workshops | \*IT confident – ability to be shown new platforms and work with them after initial support  \*Literacy and functional maths to a level which enables written case studies, the completion of timesheets, achievement of CPD  \*Good communicator  \*Reflective practitioner | \*Open and honest  \*Flexible in approach  \*Resilient  \*Self-motivated  \*Proud to support the organisation  \*Able to embrace change  \*Displays a growth mindset  \*Sense of integrity |
| Delivery Team plus | As above but delivers 4 or more of the following activities at any one time:  1:1 (adults or young people)   * Peer support group facilitation * Health Promotion events * Young people’s educational workshops * Adult training workshops | As above | As above |
| Co-ordinator | \*Countywide role within defined thematic areas OR  \*Localised footprint with a broader range of thematic areas to manage simultaneously  \*Co-ordinates complex delivery activities on behalf of self or others  \*co-ordinates the activity of others  \*Supports a number of volunteers  \*Prioritisation of competing needs  \*Delivers internal presentations | **As above including:**  \*Ability to motivate and steer the work of others (individuals and groups) online and in person  \*Can work on a task without prior experience or direct support/supervision  \*Initiative to resolve an issue independently  \*shares/handles concerns discreetly | **As above including:**  \*Confidence in own abilities to approach new tasks  \*Motivates/enthuses others  \*Feels and acts part of the leadership team  \*Appreciation for the volunteer workforce |
| Team Leader | **As above including:**  \*Line management of other employees within the organisation  Delivers internal and external presentations | **As above including:**  \*HR processes competent – knowledge and experience  \*Understanding of group and team dynamics  \*Ability to review and develop own leadership style as appropriate  \*Competent delegation | **As above including:**  \*Appreciation for the employed workforce  \*Role models what they expect from others  \*Commitment to Anti Oppressive Practice, fairness and equity |
| Senior manager | \*Significant line management responsibilities  \*Countrywide footprint  \*Complex countywide and/or localised delivery management and responsibility for staff/buildings/volunteers/budgets/contracts  \*Overall responsibility for policies and procedures  \*Responsible for risk management/reputation/safeguarding/income generation | **As above including:**  \*Ability to hold complex, competing workloads and priorities with minimal oversight/support  \*high level IT, literacy and numeracy to be used in policies, budgets, internal/external reports | **As above including:**  \*Ownership of collective problems and successes  \*Commitment to continuous service improvement |