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| **Job Title** | Team Manager |
| **Function** | Operations |
| **Department/Team** | Amadeus House |
| **Reports to** | Service Manager |
| **Direct Reports** | 0 |
| **Dimensions (budget, people span of control)** | Not Applicable |
| **DBS Check Level Required** | Level |
| **Grade/Job Evaluation Level** | D10 |
| **Salary Banding** | £28,290 - £29,778 (+ Location Allowance £2,750) |
| **Created/Reviewed date** | January 2025 |

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| **You will be working for**  (Description of Waythrough and specifics of Service/Function/Office) |
| Waythrough launched in October 2024 following the merger of Humankind and Richmond Fellowship (RF). Aquarius supports people in the Midlands affected by substance use or gambling. It was a subsidiary of Richmond Fellowship and is now a subsidiary of Waythrough.  We are specialists in mental health, alcohol, drugs and related areas. We provide high quality, evidence-based services, which are designed around the needs of the people we support. Our vision is to break down the barriers that stop people getting the support they need to live a life they value.  Our values underpin everything we do – from how we work together through to how we design and deliver services. All our work to fulfil this vision is strengthened by our values.   * **Kindness:**be generous, caring and compassionate. * **Courage:**be bold, trust, commit. * **Respect:**everyone deserves dignity.   **Description of Service** |

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| **Purpose of the Role** |
| Managing day to day service delivery and providing direct employment support to Service Users. This is a front-line management role, with responsibility for the day to day management of service contracts, Service User support, staff and building maintenance. |

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| **Key Accountabilities**  (List of accountabilities specific to this role) |
| |  | | --- | | * To promote the service and manage all referrals into the service, ensuring these meet the criteria for the service. * To provide individual and group support sessions to Service Users to enable them to move into suitable and sustainable work and/or learning opportunities. * To manage the quality and support provided to clients within a designated service/location in line with RF Service Models and policy. * To deliver on the contracts on a day to day basis, including being the first point of contact for the Contract Manager, where appropriate. * To ensure data entry to MI & reporting systems is accurate, timely and in line with quality assurance requirements. * To undertake all investigations arising from clients, preparing reports and resolving issues where appropriate, to escalate the problem to the Locality Manager where appropriate. * To manage the ‘risk load’ within a given service/location including making recommendations to the Locality Manager on whether there is capacity to manage additional risk when assessing Service Users, allocating resources appropriately and ensuring safe working practices are put in place to support the client appropriately. | |

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| **General Accountabilities**  (List of accountabilities applicable to all roles) |
| **Resource Management**   * To directly line manage and provide supervision to all front line staff within the defined service/location, ensuring that rotas are appropriate and that various accommodations are staffed appropriately. * Ensure human resources are managed within Waythrough’s agreed policies and procedures including, recruitment and selection, discipline, grievance, supervision and appraisal. * To take responsibility for the budget and ensuring that spend is kept within appropriate limits, this includes ensuring unplanned spend is appropriate and both petty cash and travel expenses are accounted for. * To develop service/location training and development plan, ensuring training is appropriately identified and delivered where appropriate and in line with national initiatives. * To keep the Registered Manager informed of people management issues and escalate where appropriate.   **General Accountabilities**   * To ensure all aspects of diversity and inclusion are adhered to whilst implementing the plans for a given service/location. * To ensure that all aspects of H&S compliance are adhered to by all staff within the Service/location. * To be responsible for managing all aspects of risk within the service/location as defined by the core accountabilities. * To become an expert lead on a practice/service within Waythrough as required. * To undertake such tasks as deemed appropriate within the post holder’s competence as required by the Registered Manager. |

**Person Specification**

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| **Qualifications** | **Essential or Desirable** |
| •A relevant professional social care qualification (e.g. CQSW, CIOH, RMN)  •QCF in Health & Social Care | Desirable |

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| **Skills** | **Essential or Desirable** |
| Outcome driven | Essential |
| Good verbal and written communication skills | Essential |
| Ability to lead, supervise and motivate staff and delegate work appropriately | Essential |
| Good investigation skills | Essential |
| **Personal Attributes** |  |
| Solution focused and outcome driven | Essential |
| Ability to lead by example | Essential |
| A firm but inclusive management style | Essential |
| Tact and Diplomacy | Essential |
| Open and encouraging | Essential |
| **Other** |  |
| Flexible attitude to working hours | Essential |
| Ability to manage conflicting demands and priorities on time | Essential |
| Ability to participate in on call arrangements | Essential |

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| **Experience** | **Essential or Desirable** |
| Significant understanding of Mental Health Issues | Essential |
| Substantial experience of working with a housing and social care background | Essential |
| Substantial Experience in managing a caseload of individuals with complex needs | Essential |
| Understanding of CQC Framework | Desirable |
| Experience in carrying out investigations and writing reports and recommendations | Desirable |
| Experience in managing budgets | Desirable |