Job Description

Job Title	Team Manager
Function	Service Delivery
Reports to	Service Manager
Direct Reports	Yes
DBS Check Level Required	TBC
Grade/Job Evaluation Level	Expert Support/Supervisor
Salary Banding	Key Contributor B
Created/Reviewed date	March 2026

You will be working for
Waythrough launched in October 2024 following the merger of Humankind and Richmond Fellowship (RF). 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.

Purpose of the Role
To manage, supervise and oversee a multi-agency/disciplinary team offering a flexible and accessible service to service users.

Key Accountabilities

- Oversee and take responsibility for the day to day running of designated projects and assist in the development of your service area, ensuring the relevant models are embedded in the service.
- Promote the work of your Service, liaise closely with other agencies and make effective links with services and facilities in the community and custodial settings to benefit service users.
- Develop and agree effective pathways and procedures across the service.
- Manage, mentor, coach and ensure the development of staff reporting to you, including volunteers. This includes involvement in delivering appropriate training, recruitment, induction, monitoring performance, managing absence and performance & development reviews (PDRs)/ supervisions.
- Audit staff and service targets against individual staff, service specifications and contractual targets.
- Achieve performance targets in conjunction with management through motivating and managing the team effectively.
- Develop and implement structured intervention-specific programmes designed to address homelessness.
- Liaise with other agencies involved with service users e.g. Social Services, Job Centre, Housing, Probation Service/NOMS Prison service and/or any other treatment provider or drug and alcohol services.
- Maintain accurate and up to date records and reports and provide written and verbal reports as required
- Provide a high quality service which is compliant with CQC standards.
- Assist in the development of effective systems for the monitoring and evaluation of the Service.

- Ensure safeguarding, serious untoward incidents and complaints and any other risks are managed in line with policy and communicated to the Service/Area Manager.
- Hold a small case load when needed (where relevant) to support service delivery to our clients
- Assist the Service/Area Manager is ensuring all reports to external stakeholders are timely, accurate and 100% compliant.
- Participate in the activities of the service by attending thematic and managers meetings and support any development work which may arise from these.
- Deputise for the Service/ Area Manager and provide ongoing service cover in the absence of other managers across the service.
- Work in accordance with all relevant legislation, policies & procedures and guidelines – both internal and external. This includes Waythrough's clinical governance framework.
- To promote, adhere to and live our workplace values.

General Accountabilities

- Keep abreast of policy and professional development within your area of professional expertise.
- Undertake continuing professional development including participating in clinical supervision, PDRs, and attending training as/when required.

Additional Information

Values and Competencies

Our Values
• **Kindness** • **Courage** • **Respect**

Our Competencies
Lead and Inspire-Defines the future direction of Waythrough through identifying current and future challenges and longer-term opportunities. Create and Innovate-Takes a solutions-focused approach to the challenges we face as an organisation. Looks at new ways of working and responding innovatively with new ideas or developing current approaches to meet organisational needs. Developing Our Talent-Creates a positive and supportive environment in which individuals can grow and develop enabling them to realise their full potential. Impactful Communication-Shares information and presents ideas or themes clearly and convincingly so that others see us as open, transparent and credible, and want to engage with us. Delivering Results and Achieving Greatness-Focuses on our individual drive and personal focus to succeed in delivering against our key business objectives and targets Service Excellence-Continues to build on Humankind's reputation within the industry, becoming a "provider of choice" recognised by external bodies as meeting the diverse needs of our customers and delivering the highest standards of service delivery. Working Together-Defines how we work with each other and our customers, partners, commissioners and stakeholders.

Person Specification

Qualifications	**Essential or Desirable**
NVQ Level 3 in Health & Social Care (or above or equivalent) or willing to work towards this in post.	E
Relevant professional qualification e.g. addiction studies, counselling, social work, therapeutic qualification (where relevant)	D

Skills	Essential or Desirable
Proficient in Microsoft Outlook Office programmes	E

Experience	Essential or Desirable
Commitment to and understanding of equal opportunities and anti-discriminatory practices.	E
Ability to collate information and prepare reports to profile performance against set targets.	E
Experience of working towards achieving individual and team objectives, targets and KPIs.	E
An understanding of the needs of a range of service users.	E
Ability to coach others in developing practice and enhance frontline delivery of interventions.	E
Experience of managing staff performance, including management of formal disciplinary and grievance procedures.	D