

**Job Title** Support Manager  
**Immediate Manager** Area Manager

## Job Context

- WISE Ability (WISE) is a UK registered Charity committed to providing quality employment services to disadvantaged members of the community through a range of programs within the Employment Related Services (ERS) sector.
- WISE Ability UK has been founded by WISE Employment a registered Charity in Australia which is one of the largest Disability employment providers and a leading Job Services Australia Provider.
- The role will be based in a designated Branch with outreach requirements and flexibility to cover other sites and contracts.

## Job Purpose

- The role of Support Manager requires an engaging, empathetic and motivating individual, able to support people with complex barriers to move into sustainable employment.
- To understand their communities and the wide range of services available within them. Brokering routes into existing services and liaising regularly with health professionals, partner organisations and employers in the local community. Support Managers are focused on ensuring every customers' journey into sustainable employment is as smooth and well-coordinated as possible.
- To quickly build rapport with customers and proactively source job opportunities with appropriate employers through reverse marketing. You will maintain supportive relationships with both customer and employer once employment begins. You will be engaging, motivating, assertive and able to manage your diaries in a time efficient manner.
- To provide bespoke support to individuals, running regular group sessions and delivering outreach support where appropriate. To ensure individuals access the right support at the right time and progress towards their employment goals. You are able to adapt the support you provide, according to the changing needs of the customer.
- To achieve and exceed personal performance targets for job starts and job outcomes.
- To engage customers, provide initial assessment and undertake effective and agreed action planning.
- To manage caseload progression through planned achievement of core activity and support measures as outlined in the WISE Ability Service Charter for each customer on your designated caseload.
- To work with a range of partners and voluntary organisations to address identified needs including mental health issues, drugs and alcohol addiction, learning difficulties and disabilities.
- To achieve and report on individual daily, weekly and monthly performance targets.

## Key Accountabilities

- Engaging participants referred to the Work and Health programme, assessing their support and development needs and working with them to co-produce an action plan into sustainable employment.
- Working with partners to contribute to and influence the development of the participant's action plan. This could include warm handovers from JCP, integration of support delivered by health providers or agreeing joint delivery of support with local authority social services.
- Motivate participants while managing and facilitating their journey into sustainable employment,

based on their co-produced action plan.

- Undertake or participate in regular case conferences with partner organisations, support services, employers and/or other team members to ensure every participant's journey is smooth and consistent.
- Organise and coordinate a varied timetable of activities, including one to one meetings, group sessions, outreach appointments, employer and stakeholder engagement.
- Build and maintain strong relationships with employers to identify vacancies and where required tailor these to participants strengths and needs.
- Build and maintain relationships with existing services within the community that will support participants in achieving their employability and wellbeing goals, including voluntary opportunities, benefits advice, counselling, housing support, training, health services and leisure activities.
- Supervise and guide the volunteers in order to provide participants with additional support to access community provision, thereby creating a 'circle of support'.
- Ensure the use of Time Credits as a tool to engage and develop participants through volunteering in the local community.
- Develop activities for earning time credits within WISE Ability and the community including setup of new activities led by participants, volunteers and staff.
- Support and encourage participants to spend the Time Credits they have earned to improve their health and wellbeing.
- Be fully responsible for all tasks related to journey / case management function including maintaining effective and efficient administrative procedures producing appropriate records and reports, including the updating of participant details on the relevant case management system.
- Ensure safe working practices are maintained as set out within WISE Ability's policies/procedures as well as operating within service guidelines when participants require crisis support.
- Maintain an up-to-date working knowledge of the local labour market, training opportunities and relevant support agencies particularly health and wellbeing service providers.
- Maintain up to date knowledge of the benefit system and entitlements.
- Ensure achievement against service delivery KPIs, targets and outcomes.
- Provide a quality service which meets contractual requirements.
- To encourage client feedback and user involvement as directed.
- Undertake in-work support activities to ensure an individual is able to maintain their employment and wellbeing and identify any risk to achieving this.
- Undertake and review Prime Contractor Initial Assessment, identifying participant needs to be addressed.
- Agree a SMART, personalised Action Plan with each customer which is tailored to their individual needs and specifies agreed, realistic goals including employment/training/family support etc.
- Provide advice, guidance, coaching and support to participants via regular one-to-one progress reviews.
- Complete speculative calls to potential employers to market WISE Ability's services and actively reverse market customers on your designated caseload to deliver employment opportunities, work trials and work placements.
- Provide impartial guidance on local services/provision, utilising WISE Ability's Local Directory of Services.
- Deliver employability information and advice, including supporting participants to create high quality CVs, undertake job search and application, undertake voluntary work and work experience, prepare for interviews and start work.
- Deliver skills audits and tailored training/education, information and advice, including brokering Short Courses and Vocational, Educational and Training activity to support participants to grow their confidence, motivation and skills.

- Maintain appropriate contact with customers starting training and/or employment, ensuring sustainability by providing on-going mentoring, advocacy and IAG.
- Complete outreach activity.
- Refer participants into specialist services if unaddressed issues are identified and submitting business cases for Discretionary Access Fund to commission support to break down specific needs when these cannot be addressed through existing provision.
- Review Action Plans to manage customer progress, identifying and addressing emerging needs, and providing opportunities for customer feedback and development.
- Actively manage and monitor own achievement daily, weekly and monthly performance targets, reporting to the Manager as required.
- Full accountability for timely, accurate and high quality data input onto Prime Contractor System, Caseload Management Tool and Performance Tracker.
- Fully accountable for timely and appropriate actions to re-engage customers who fall out of work.
- Actively improve personal knowledge of contract requirements through regular access of Prime Provider Toolkit/Extranet.
- Work collaboratively with Area Manager and WISE Ability's Central Support Team to ensure standardised approaches to delivery.
- Actively participate in one-to-one progress reviews with your line manager and in regular team meetings.
- Maintain a consistent, positive presence within co-located partner sites.
- Attend and participate in stakeholder practitioner forums, training and development.
- To support the effective delivery of service charter activity.
- Meet contractual compliance, security, data protection and quality requirements.
- Ensure deadlines are met.
- Support and implement the development of new and existing processes.
- Work effectively and professionally with partners and stakeholders.
- Demonstrate a high level of organisation and time management in delivery of the role.
- Act as a role model for colleagues, reflecting WISE Ability values and principles and sharing innovation.
- Promote the principles of Equality and Diversity and ensure that the policy is fully applied at all times.
- Ensure WISE Ability and our services are accessible and inclusive.
- Comply with the WISE Ability Communication Policy.
- Comply with Contractual, Health & Safety and Safeguarding requirements.
- Adhere to WISE Ability Policies and Procedures.
- Utilise management information to manage personal performance, identify issues and take appropriate action.
- Take ownership of continuous personal development and attend training as identified through reviews with your line manager and the WISE Ability appraisal process.
- Demonstrate flexibility to cover other locations to meet business requirements.
- Achieve delegated tasks and ensure they are managed in line with Company Policy.
- Undertake ad-hoc tasks as requested, communicating findings within the required timescales.

## Person Specification

### Essential Skills

- Minimum of 5 GCSEs (A-C) or equivalent qualifications.
- IAG L4 or equivalent; accredited training in relevant disciplines e.g. Cognitive Behavioural Therapy or demonstrative experience at this level and a willingness to work towards and gain relevant accreditation and qualifications.
- Strong track record of successfully working to targets.
- Experience in successfully managing and progressing a caseload of participants to meet their agreed goals and ambitions.
- Experience of working with external stakeholders to jointly support participant progression, including employers, local authorities, health services and voluntary sector organisations.
- Experience of facilitating and supporting participants with complex and/or multiple barriers (particularly health and social inclusion related) to success in an employability setting.
- An understanding of and positive attitude towards: mental and physical health; community and social inclusion; and a strengths and assets based approach to Support Manager engaging participants.
- Knowledge of the local labour market.
- Understanding of employer expectations and accessing career opportunities.
- Proactive and solution focused, taking initiative to create opportunities.
- Passionate about making a positive difference to peoples' lives.
- Good organisational skills and time management.
- Ability to work independently, providing community based support to participants from our centres, co-locations sites and outreach venues, as well as engaging with employers and other stakeholders as required.
- Excellent interpersonal, communication and presentation skills.
- Flexibility to cope with the varying demands of the role, managing time effectively to achieve the desired results, including regular travel and outreach working.
- Ability to facilitate, engage, motivate and support partner organisations and service users.
- A motivational, flexible and problem solving approach.
- Positive attitude to disability, health problems and employment problems.
- Be able to display an awareness, understanding and commitment to the protection and safeguarding of young people and vulnerable adults.
- Demonstrable experience of motivating and supporting individuals with multiple and complex needs to overcome barriers and progress towards sustainable employment.
- Strong communication and motivational skills across a broad range of resource types, skills and backgrounds.
- Proactive resolution of risks and issues.
- Positivity, flexibility and a "can do" attitude.
- Experience with data entry, accuracy and attention to detail.
- Good IT skills using the full range of Microsoft Office.
- The ability to work independently as well as within a team environment.
- The ability to manage own workload and understand processes and controls.
- Driven, target focussed and ability to work in a fast paced environment with a proven track record of achieving desired outcomes and a demonstrated ability to exceed targets in a payment by results environment.

- Ability to travel to different locations within WISE and other stakeholder settings.
- NVQ Level 2 or equivalent qualification.

## **Desirable Skills**

- Relevant additional training in the health and social care field including safeguarding, motivational interviewing, mental health awareness.
- Experience of working within a government funded setting and an understanding of ERS sector.
- IAG qualification e.g. NVQ Information, Advice and Guidance.
- Health or social care recognised qualification.
- Experience of supporting, motivating and advising participants with complex and/or multiple barriers to employment or engagement with services or social inclusion.
- Experience of proactively engaging with employers to source, create or tailor employment and training opportunities.
- Experience within the employment/training/recruitment sectors.
- Knowledge of health and social care system and the application of wellbeing and prevention.
- Lived experience of community and participant groups – reflecting demographics.
- Knowledge of disabilities and common health conditions and their impact on finding work.
- Knowledge of challenges faced by long term unemployed.
- Knowledge of benefit system and employability programmes.
- H&S risk assessments at employer sites
- Local community knowledge – knowing what provision and support services are available locally
- Experience of supporting customers with complex barriers and progress towards sustainable employment.
- Able to demonstrate a resilient and robust approach to working with customers with complex and challenging barriers.
- Experience of partnership working with public, private and voluntary sector agencies to support your caseload.
- Knowledge of European Social Fund monitoring and audit requirements.
- Full Clean Driving Licence– sight of the original will be required on an annual basis and a copy will be kept on file.
- Business Insurance – sight of the original will be required on an annual basis and a copy will be kept on file.

## **Personal Attributes**

- An adept communicator with the ability to persuade, influence, listens to others and challenge objections in an appropriate and professional manner.
- Ability to develop positive and productive work relationships.
- Being reliable, dependable and committed.
- Holding and demonstrating personal values suitable to the values of the charitable status of the organisation.
- Demonstrates high level of positivity and flexibility.
- Highly motivated.
- Tenacious.
- Resilient and solutions focused.
- Good change management coping strategies.

- In possession of demonstrable lateral thinking skills.
- Enthusiastic and flexible team player with high expectations of self and others.
- Able to work well under pressure, on own initiative and constantly seek to improve.
- High level of personal integrity.
- Commitment to CPD.
- Demonstrates and supports fair and ethical behavior.
- Ability to think innovatively.

## **Additional Role Requirements**

- The successful candidate must undergo an Enhanced DBS check, on the basis that the post involves contact with vulnerable adults, in accordance with the Rehabilitation of Offenders Act (1974).
- Other relevant recruitment checks will also be carried out, including HMG Baseline Personnel Security Standard and prison vetting and clearances as required.

**This description is not intended to establish a total definition of the job, but an outline of the duties and criteria required to complete the role**

**This description is subject to annual review or sooner if required**

**This description was created in November 2017 and will be reviewed in November 2018.**