



Better Lives, Better World

Job Description

Job Title: **Team Manager** *Travel with Confidence*

Responsible to: *Adults Director*

Responsible for: *Project Support worker, Travel Champions and Travel buddy Volunteers*

Purpose

- To manage the *Travel with confidence* team.
- To lead our learning disability targeted Traveling with Confidence project, deliver independent travel training course, and recruit, train and coordinate Travel Buddy volunteers.
- To lead the delivery of this team's projects and contracts to achieve the annual objectives of this work area, contributing to Skills for People's strategic goals.
- To improve travel experiences for people who live in the Newcastle area.
- To lead on complex aspects of project development and delivery, and championing co-production, practice-driven learning and development in your team.
- To represent Skills for People and your area of responsibility to funders, stakeholders and partners.

Key tasks

1. Manage the *Travel with confidence* team

- a) Manage the people in your team, co-ordinating and allocating workloads, providing supervision, annual review and opportunities for learning and development.
- b) Lead team meetings to manage and plan the team's work, providing guidance and support, facilitating peer review and encouraging positive team working.
- c) Champion practice-driven learning and development through individual and team reflection and critical thinking.
- d) Establish, develop and maintain systems to record the outcomes of the team's work, integrating with organisation-wide systems.
- e) Co-ordinate marketing, information and resources and approve its distribution.

- f) Regularly consult the people we work with, to make sure their views and experiences inform project planning and delivery.
- g) Provide funder, stakeholder and internal reports, as required.
- h) Manage quality assurance processes to make sure that standards of work and best practice are adhered to at all times.

2. Manage the delivery of the projects and contracts.

- a) Ensure proper recording, monitoring and analysis against the project's key quantitative and qualitative outcomes and deliverables.
- b) Co-ordinate planning and reporting as required by the different projects and contracts.
- c) Submit verbal and written reports as required for reporting purposes.
- d) Manage budgets associated with the team's projects.

3. Oversee complex aspects of casework and groupwork.

- a) Protect the rights of disabled people and carers and /or parent carers and their children, through individual and group work.
- b) Empower disabled people and carers and /or parent carers to play an active part the way that Skills for People is run.
- c) Identify and prioritise work with people those most in need.
- d) Support and/or represent people and / or families in their dealings with agencies, including statutory agencies, schools etc.
- e) Make referrals to other agencies as appropriate.
- f) Develop and deliver training for people we work with and professionals.
- g) Keep up to date with relevant legislation, policy and guidance.
- h) Maintain confidential and thorough case records, in accordance with case management procedures and systems.

4. Liaising and Networking

- a) Represent or ensure representation of your team at meeting and events of external agencies, stakeholders and funders.
- b) Maintain good relationships with relevant agencies and professionals.
- a) Attend relevant meetings and events with commissioners and key stakeholders.

5) Duties specific to this post

- a) Deliver accredited Independent Travel Training to adults with learning disabilities in line with standardised session plans.
- b) Complete travel audits with project participants to identify barriers to independent travel

- c) Provide tailored support, resources, advice and interventions (e.g., liaising with family/carers/support staff) to facilitate safe and independent travel for individuals in the community
- d) Supervise and support training participants through direct contact, discreet observations, using assessed, individualised methods, and support systems to assist with their safe travel.
- e) complete Positive Risk Assessments and ensure all parties agree to the independent travel plan.
- f) Complete and update individual learning plans with training participants to monitor progress and outcomes.
- g) Recruit local Travel Buddies – volunteers to provide practical support to help people with learning disabilities carry out journeys.
- h) Oversee Access to Work applications where necessary to provide additional in-work support to Travel Champions

5. Other duties

- a) Work within with Skills for People's core values as a disability led organisation.
- b) Attend and participate in team and staff meetings at Skills for People.
- c) Contribute to the effective management of Skills for People-wide initiatives, as requested.
- d) Take part in training, supervision and annual review.
- e) Follow the organisation's policies and procedures.
- f) Travel within the region, as required.
- g) Do any other reasonable duties, as required.

Person Specification

This describes the type of person we are looking for. Please refer to this when you write your letter or personal statement of application.

Everyone who works at Skills for People must have an enhanced DBS check.

Experience, knowledge, skills and personal qualities	Essential (must have)	Desirable (nice to have)
Experience		
1. Working people with learning disabilities and /or with children who have special educational needs and disabilities and/or their families.	Yes	-
2. Providing information advice and guidance	Yes	-
3. Managing a caseload.	Yes	-
4. Support and representing people/groups/families in formal and informal settings	Yes	-
5. Seeking the views of people, collating and analysing them.	Yes	-
6. Working in person centred ways.	Yes	-
7. Working within the community.	Yes	-
8. Line managing or supervising other people.	-	Yes
9. Managing and reporting on project budgets.	-	Yes
10. Designing and delivering training or awareness raising.	-	Yes
11. Working in a user-led organisation.	-	Yes
Skills and abilities		

1. Communicate and present information effectively and accessibly (verbally and in writing) with a wide range of people and organisations.	Yes	-
2. Plan, prioritise and work on your own initiative.	Yes	-
3. Present information in a variety of ways as appropriate to the situation / audience.	Yes	-
4. Manage situations where conflict might arise.	Yes	-
5. Problem solving skills.	Yes	-
6. Work as part of a team.	Yes	-
7. Support disenfranchised people and/or people with learning disabilities/parent carers to take the lead.	Yes	-
8. Organise meetings and events.	Yes	-
9. Use a range of IT and smart devices, online platforms and social media.	-	Yes
10. Work outside ordinary office hours, in evenings and at weekends when necessary.	-	Yes
Knowledge and qualifications		
1. The needs of families with children who have special educational needs and disabilities or autism.	Yes	-
2. Working knowledge of local service provision and universal services in local authorities, health, education and voluntary sectors.	Yes	-
3. Prioritise and organise workload.	Yes	-
4. Oppression and discrimination faced by people with a learning disability or other disenfranchised people.	Yes	-
5. Practical understanding of the Social Model of Disability and the Self Advocacy Movement.	-	Yes
6. Experience of Travel Training and support	-	Yes
7. Understanding of the philosophy and principles of user-led organisations.	-	Yes

Personal qualities		
1. Demonstrate Skills for People's values.	Yes	-
2. Friendly and approachable.	Yes	-
3. Well organised and reliable.	Yes	-
4. Trustworthy and honest.	Yes	-
5. Can meet the travel requirements of the post (by personal or public transport).	Yes	-
6. Be able to work evenings and weekends from time to time.	Yes	-