

Outreach Service Manager

Job Description

Job title:	Outreach Service Manager
Salary :	£36,423 (subject to increase 1.4.26)
Reports to:	Chief Executive
Hours:	37hrs or 29.5hrs per week (weekdays), occasional out of hours work may be required
Location:	LD:NorthEast's Office, Wallsend

LD:NorthEast is a local charity supporting people across North Tyneside who have lived experience of learning disabilities, learning difficulties and autism.

You'll be responsible for:

- Managing and leading the Community Outreach team who provide support to people with learning disabilities, learning difficulties and/or autism.
- Ensuring LD:NorthEast provides a high quality Community Outreach service via 1:1 support in the community, group sessions and a short break service.
- Ensuring the Community Outreach service provides person centered support in line with individual support plans and/or requirements, family requirements and local authority commissioning.
- Ensuring the quality of life of the people we support is maintained or improved and they are given full support to achieve the best possible outcomes to Live Life their Way.
- Promoting the Community Outreach Service to commissioners, professionals and families.
- Ensuring the Community Outreach support team adheres to Safeguarding reporting procedures.
- Being a member of the Senior Management Team.
- Providing direct Outreach support when required.

Duties to include:

Management

- Line Management and support of the LD:NorthEast Community Outreach Team Leads (covering leadership, supervision, team meetings, personal development plans).
- Support the Community Outreach Team Leads in identifying adequate staffing levels, recruitment, selection and induction of outreach support staff.
- Support the Community Outreach Team Leads in the management and submission of the outreach staff monthly hours for payroll purposes.
- Support the Community Outreach Team Leads with any necessary HR procedures.
- Support the Community Outreach Team Leads with rota / staff allocation to meet the individual needs of the people supported by LD:NorthEast.
- Design and delivery of training sessions / briefings to Outreach staff teams.
- Design of relevant promotional materials / methods.

Service Quality

- Develop and maintain effective relationships with the people LD:NorthEast supports, families, professionals, stakeholders and local authority commissioners.
- Ensure effective communication with the people LD:NorthEast supports, families, professionals, stakeholders and local authority commissioners.
- Support the Community Outreach Team Leads to ensure necessary risk assessments, support plans and protocols are in place to support staff and the people we support.
- Ensure safeguarding protocols and reporting procedures are followed at all times.
- Ensure planning / review meetings take place with the people we support.
- Ensure quality audits and health & safety assessments are carried out within the Community Outreach Service.

Support

- Ensure accurate records are held for the Community Outreach Service and that they are current, fit for purpose and reviewed.
- Ensure appropriate work systems are used within the Community Outreach Service.
- Ensure the Outreach Support Service adheres to all of LD:NorthEast's policies and procedures.
- Provide reports to the CEO as requested.

Other

- To actively promote a positive image of LD:NorthEast.
- Contribute to the Senior Management Team re the Community Outreach Service.
- Attend mandatory training and other training as required.
- Part of the staff/service tracking system (taken as time in lieu)
- Any other duties appropriate to the role.

Person Specification

Specific Requirements	Essential	Desirable
Level 5 Leadership & Management or Level 5 Health & Social Care (or equivalent) or a willingness to work towards.	X	
2 years experience of leading and managing a team within the voluntary sector/social care	X	
Experience of supporting people with a learning disability, learning difficulty and/or autism.	X	
Proficient in managing support plans and risk assessments.		X
Excellent verbal and written communication skills.	X	
Good IT knowledge and experience		X
Experience of working with social work and commissioners.		X
Ability to deliver in-house staff training.		X
Experience of working to organisational plan / deadlines / budgets.	X	
Ability to travel to meetings and events across North Tyneside	X	
Committed to providing a person centered approach.	X	

