

**JOB DESCRIPTION**  
(To be read in conjunction with Person Specification)

**Liaison and Diversion Humberside**

<b>POST:</b>	Team Leader
<b>SALARY:</b>	NJC Scale 22-24
<b>ACCOUNTABLE TO:</b>	Service Manager
<b>CONTRACT TYPE:</b>	Permanent
<b>RESPONSIBLE FOR:</b>	Youth Worker/Support Time Recovery Workers

**ORGANISATIONAL EXPECTATIONS:**

Community Links aims to provide a high quality customer service adhering to the principles of best practice, promoting equal opportunities and working positively with diversity. Community Links is an ambitious, forward thinking organisation and you must be committed to developing and enhancing the services we provide.

The organisation expects all its employees to carry out their duties in a professional manner with a client focus, ensuring that respect and courtesy is shown to them, colleagues, other service providers and all those in contact with the organisation. You are expected to uphold the values and ethos of Community Links at all times.

**OUTLINE OF POST:**

Community Links deliver the Liaison and Diversion service in partnership with Leeds Community Healthcare NHS Trust (lead provider), providing a seamless link with police custody healthcare services across Humberside.

This role is for a passionate individual who has experience working with **Young Offenders** in the criminal justice system. In addition to this speciality, the role will include knowledge around people who have mental health, learning disability, substance misuse or other vulnerabilities, supporting them through the early stages of the criminal system pathway, with the aim to improve overall health outcomes and to support people in the reduction of re-offending. It also aims to identify vulnerabilities in people earlier on which reduces the likelihood that people will reach a crisis-point and helps to ensure the right support can be put in place from the start.

The post holder will support the management of the Liaison and Diversion Community Team across the contract area and assist in leading a team of delivery support staff which will include Youth Worker, Support Time Recovery Workers, Peer Support and Volunteer Coordinators and Volunteers/ Peer Supporters, (paid and unpaid) to ensure successful delivery of the contract in order to maximise the achievement of outcomes and deliver the performance expectations of the commissioners. The post holder will be able to establish and maintain positive relations with partners, staff, and other service providers.

**MAIN TASKS:**

1. To work in conjunction with the Service Manager to support the management of the Liaison and Diversion Community Team.
2. Directly manage and supervise Youth Offending worker and any other employees required providing individuals/team with vision, direction, support and development opportunities in order that they deliver relevant and appropriate support interventions. This will also include being responsible for their annual personal development reviews, inductions and probationary period assessments.
3. Support the Service Manager in ensuring the successful delivery of team targets for commissioners
4. To undertake managerial responsibility for the wider service in the absence of the Service Manager.
5. Help manage the relationship with Leeds Community Health Care Trust and key partners to ensure that sufficient referrals are received to meet service level targets and contract requirements.
6. Contribute to the development, implementation, evaluation and review of the service and ensure the teamwork in accordance with them.
7. Contribute to the development of service standards, monitoring mechanisms and support the team in meeting key performance indicators and quality standards.
8. Support the development of local relationships to ensure that a good range of provision is provided and can be accessed to support customer needs and their onward journey
9. To build and develop networks with organisations which specialise in supporting young people who may be at risk of offending.
10. Manage a small caseload and be an exemplar practitioner
11. Ensure that services are delivered with probity and integrity
12. Keep up to date with policies, guidelines, procedures, and practices.

13. Lead and participate in team meetings and other meetings as required.
14. Represent Community Links in a knowledgeable and professional manner at all times.
15. Maintain appropriate professional boundaries at all times.
16. Identify own training and development needs in conjunction with your line manager and participate in training opportunities as directed.
17. Partake in Community Links Personal Development Review system.
18. Work with Information Governance lead Caldecott Guardian etc.to ensure systems and processes are GDPR compliant and in line with the IG toolkit.
19. Support the Inspire North Group in the completions of Data Protection Impact Assessments (DPIA's) to support the ongoing culture of GDPR compliance.
20. Any other duties commensurate with the grade and level of responsibility of this post.

The above duties are indicative of the current requirements of the post. You are expected to work flexibly in the interests of Inspire North and its Associated Companies, including undertaking any other reasonable duties as required at the initial place of work or at other locations from which Inspire North and its Associated Companies operates.

**Please note** this job description is intended to provide a guide to the general duties and responsibilities of the role the post holder is expected to adopt a flexible approach to the tasks. It should not be regarded as a contractual document. It will be reviewed regularly and may be varied at the discretion of Inspire North and its Associated Companies.

### Person Specification – Team Leader Liaison and Diversion Humberside

The person specification should be read in conjunctions with the job description. It is used at the short listing and interview stage to decide how suitable each candidate is to take on the role.

Community Links does not necessarily expect that each candidate will fulfil all the criteria listed in the Desirable column but any ‘gaps’ could form areas for development in the future.

Approach	Essential	Desirable	Identified by: A=application I=interview E=exercise
Demonstrate understanding and commitment to equal opportunities and diversity	✓		A,I
Demonstrate a commitment and enthusiasm for working with our service user group	✓		A, I
Able to build and maintain relationships whilst maintaining appropriate professional boundaries	✓		A,I
Demonstrate a willingness to participate in shaping the future of the organisation by taking on responsibilities and projects in addition to core workload	✓		I
Demonstrate the ability to undertake work with high degree of accuracy and strong attention to detail	✓		A, I, E
Demonstrate a commitment to enabling and empowering clients to become actively involved in Community Links	✓		A, I, E
Knowledge & Skills	Essential	Desirable	
Good verbal, written and numeracy skills sufficient to be able to make accurate written records and communicate with people at all levels both verbally and in writing	✓		A,I
Good technical literacy of Microsoft Applications e.g. Word, Excel, and Access etc.	✓		A,I
Good interpersonal skills including listening and display empathy	✓		A,I

Creative, flexible and imaginative approach to working with people with vulnerabilities including mental health problems, substance misuse, homelessness.	✓		I
Demonstrate ability to work with conflicting demands and time pressure	✓		A,I
The ability to motivate, negotiate and develop effective working relationships with both internal and external contacts and Partnerships.	✓		A,I
Ability to lead, motivate and develop staff	✓		A,I,E
Ability to confidently present to partner organisations and other stakeholders	✓		A,I
Have access to a car for work purposes and hold a full current UK driving licence	✓		A
Qualification in plain English Second Language e.g. Urdu, Polish, BSL		✓	A
<b>Experience</b>	<b>Essential</b>	<b>Desirable</b>	
Proven track record of leadership & supervising skills, including individual development and performance management	✓		A,I
Demonstrate successful experience of self directed working and be able to take a 'lead' role in enable clients to achieve their goals	✓		A, I
Experience of liaising and working in partnership with a wide range of professionals	✓		A,I,E
Demonstrate successful working towards individual, team and service targets	✓		A,I
Experience of building and maintaining links with a wide range of services and stakeholders	✓		A,I
Experience of working within Criminal Justice as worker or volunteer		✓	A
Experience of mental health either as service user, carer, worker or volunteer.		✓	A