PLIAS Resettlement Adult Service Departmental Lead Job Description

Reporting to: General Manager
Location: Bridge Park Complex
Salary: £30,000 - £32,000
Working Hours: Monday to Friday 9.00am – 17.00pm (Flexibility Required)

Full-time, permanent.

Overall Purpose of the Role

The PLIAS Resettlement Adult Services Departmental Lead will be responsible for the line management and oversight of all adult services. The postholder will also have a role to play in the direct delivery of activities for adults. The Adult Services Departmental Lead will have strong knowledge and handling of successful project and program management. You will possess strong leadership and management skills and can find innovative ways to resolve problems for all services to achieve on their outcomes.

The Adult Services Departmental Lead will oversee the operation of all PLIAS Resettlement adult services, and you are responsible for planning and governance and for overseeing the successful delivery of the multiple services outputs.

The Adult Services Departmental Lead will cultivate a stimulating and supportive environment where PLIAS Resettlement client advisers feel valued and motivated to achieve outcomes. You will have the ability to work positively with a wide range of individuals involved in all adult work.

Duties & Responsibilities

1. The Adult Services Departmental Lead is responsible and accountable for the planning, delivery, monitoring and reporting of outputs and outcomes of all the PLIAS Resettlement adult funded services.
2. To provide daily programme management throughout the project's life cycle. The ability to manage complex initiatives by setting up relevant tools and standards for managing projects that focus on the delivery of services.
3. Lead on key projects, service developments, initiatives, utilising comprehensive project management principles, particularly in relation to changes in statutory changes and implementation of best practice.
4. To manage risks and issues, taking corrective actions to ensure that outcomes are achieved on a monthly basis.

5. To ensure that clear communication and well defined accountability is maintained with all line-managed staff.
6. To support and develop staff, uphold the PLIAS Resettlement values and ensure that all Adults services contribute to the objectives of PLIAS Resettlement.
7. To ensure high quality adult services are accessible and delivered across the targeted boroughs, and via outreach in various community settings.
8. To ensure that all evidence of projects is properly documented, and that work is evaluated and reported in accordance with contractual commitments and obligations.
9. To provide briefings, seminars, training and workshops for staff members.
10. To manage a caseload of direct delivery with adults.
11. To develop and maintain strong working relationships and communication with stakeholders.
12. To contribute to the development of opportunities which support community cohesion, promoting adult client's active participation within their community.
13. To follow statutory guidelines and local procedures for joint working.
14. To share information about adults with other agencies to manage the risks to themselves and others and promote their welfare in line with the requirements of all relevant legislation.
15. To consider new ways of working to ensure best use of resources to achieve the best results and outcomes for adult service users.
16. To identify and implement changes that improve organisational efficiency, performance, and outcomes for adult service users.
17. To contribute to the PLIAS Resettlement diversity and equality opportunity Policy to ensure compliance from staff and volunteers.
18. To contribute to fund raising opportunities to ensure the sustainability of PLIAS Resettlement services.
19. To undertake any other duties that the management team may require that is commensurate with the post.

Equalities

1. Model a pro-social model and outcome focused approach; upholding an inclusive culture where respect, honesty, and trust enable adults and young people to achieve their aims and goals.
2. Work within expected practice standards, expectations and timescales, and culture of personal and collective responsibility and accountability for the quality and inclusivity of all delivery.
3. Demonstrate a commitment to equality of opportunity for all groups of staff and service users and challenge discrimination including racism, sexism and all other forms of oppression and unjust attitudes, behaviour and practice.

4. Promote equality of opportunity and collaborative working, delivering non-discriminatory services and promoting greater equity for disadvantaged groups.
5. Be vigilant to the diversity of the adult and young people programs and opportunities provided; ensuring they are reflective of the needs of different age groups, abilities, and cultural identities, and inclusive of their interests.

Benefits

In return for your hard work, dedication and commitment, PLIAS Resettlement can offer you some fantastic benefits:

1. Competitive Pay Rates
2. Personalised Well-Being Budget
3. Workplace Pension Scheme
4. Free DBS
5. Free training

Working for PLIAS Resettlement gives you the opportunity to impact the community and deliver positive change in people's lives.

Adult Service Lead Person Specification

Education & Qualifications	Criteria	Assessment
Degree or Equivalent Qualification	E	A
Commitment to personal/professional development	E	A
Experience	**Criteria**	**Assessment**
Experience of managing projects and programmes	E	A/I
Experience of managing staff to deliver positive outcomes	E	A/I
Experience of managing change, redesigning processes to drive improvements through services to achieve better outcomes	E	A/I
Experience of managing limited resources to achieve high efficiency	E	A/I
Experience of managing a caseload and delivering employability support and Information, Advice & Guidance (IAG)	E	A/I
Experience of setting up data systems to monitor and report on client progress and outcomes achieved	E	A/I
Experience of working with external stakeholders and partners	E	A/I
Knowledge and Skills	**Criteria**	**Assessment**
Knowledge of working practices, legislation, and policies within the charity sector in relation to delivering services to adults and young people	E	A/I
Knowledge and understanding of safeguarding policies and guidelines	E	A/I
Knowledge and understanding of barriers faced by people who have been in contact with the criminal justice system	E	A/I
Ability to motivate and enthuse colleagues to achieve project targets, aims and objectives	E	A/I
Ability to use innovation and analytical approaches to solving complex and challenging problems	E	A/I
Ability to organise and manage projects within agreed timescales	E	A/I
Ability to produce well-written and well organised documents and reports and deliver information clearly in a variety of formats that promotes understanding	E	A/I
Excellent communication skills, including written, oral, digital and telephone communication	E	A/I
Proficient in Information Technology including Microsoft Word, PowerPoint, Excel, Teams and other online platforms including Zoom	E	A/I
Personal Qualities	**Criteria**	**Assessment**
Highly motivated and self-reliant	E	I
Enthusiastic, innovative forward looking and committed	E	I
Tenacious and able pursue matters to a close	E	I
Excellent organisational and planning skills including the ability to be flexible to achieve targets	E	A/I
A passion for improving outcomes for our service users	E	A/I
Creative approach to problem solving	E	A/I
Excellent interpersonal skills	E	I
Ability to be reflective and self-critical	E	A/I
Ability to display calmness under pressure and remain focused	E	I
Willingness to support colleagues	E	A/I
High expectations of self, clients, and colleagues	E	A/I

Criteria Key

E Essential

D Desirable

Assessment Key

A Application

I Interview