

Gateway Locality Team Leader



Main purpose of job

This is a jointly funded role with the Integrated Care Board and works across a collaborative partnership of Voluntary Community and Social Enterprise (VCSE) organisations to support statutory health and social care services. The Gateway Locality Team Leader will manage and develop Gateway Locality to improve the experience of people accessing support.

Responsible to the Senior Managers, you will manage the Community Gateway Programme for your assigned locality and support the managers of the other Gateway Locality teams. This is to enable and ensure a high-quality service to provide communities and people with a single and simple point of access to services appropriate to their needs.

You will support colleagues across the organisation, and partnership, to feel confident, comfortable and proactive in connecting people to what matters to them.

Main duties and responsibilities

Progress of the programme:

- Support the development, planning and coordination of the programme.
- Ensure Gateway services are delivered effectively and in a timely manner.
- Schedule and organise meetings and events, and coordinate agendas.
- Develop, implement, and ensure the delivery plan and work plans are being achieved in a timely, efficient, and effective manner.
- Enable opportunities for reflection and review of learning which contributes to the development of Gateway programmes to allow learning to be embedded, confidence maintained and increased, and future training & development needs identified.
- Work collaboratively with a range of statutory and community sector representatives / stakeholders, to develop and secure a sustainable future for the programme.

Delivery:

- Line Manage the Gateway Locality Team to ensure effective delivery of programme.
- Coordinate resource(s) to ensure service levels are maintained across Gateway programmes within assigned Locality, and to support other localities to maintain same.
- Ensure all monitoring, evidence, and reporting requirements for Gateway programmes are met.
- Identify routes to improve the coordination of interactions and support for those requiring meaningful support, avoiding duplication and providing clarity.
- Ensure there is a continuous improvement action plan that is updated to reflect learning and development from Gateway Programmes, and is shared and complements the other localities.
- Ensure there is continuity and consistency of effective service for those receiving support from the programme.

Coordinating activities:

- Coordinate with teams and stakeholders to maximise the development opportunities of Community Hubs into community 'places', where people needing support can be brought together with staff and volunteers, who can provide support based on what matters to them, be it practical or pastoral.
- Facilitate shared learning.
- Build confidence of Community Gateway across statutory, community and voluntary sector bodies.

- Ensure Community Gateway, teams and Community Hubs are maximising opportunities for engagement, support and connection.

Establishing and facilitating a stakeholder group:

- Create and nurture working relationships with existing key stakeholders, including Integrated Care Board, Commissioners, Partners, Macmillan, Social Prescribers and commissioned services; to ensure a sustainable and coordinated programme.
- Identify 'hard to reach' communities and individuals, and develop approaches for inclusion.

Overseeing the milestones, progress and reporting:

- Ensure programme activities are monitored, robustly evidenced, and reported and reviewed to sustain high quality provision of customer and support service(s).
- To support Senior Managers in the evidencing, authoring and circulation of reports and proposals.
- Review progress against milestones, identifying opportunities to learn and develop Gateway Programmes
- To work with Senior Managers to ensure budgetary compliance and financial sustainability.
- To ensure the programme meets all contractual, legislative and governance requirements to the highest achievable standard.

Organisational impact:

- Consider the wider organisational priorities; identifying other opportunities (such as funding, partnerships, training programmes) that help meet priorities.
- Contribute effectively to broader the Gateway and Community Hub partnership, organisational strategy and objectives including financial sustainability.
- Ensure learning is embedded across the whole Gateway and Community Hub Partnership; working to provide a resource across all teams.
- Ensure your approach is based on effective engagement with individuals, to build confidence and resilience to manage their own needs without creating dependency.
- Carrying out any other duties as required; which are consistent with the duties and responsibilities of the post.
- Adhere to all organisational policies and processes, including arrangements for confidentiality agreements and contracts, safeguarding and GDPR.

Key contacts and relationships

The post holder will be responsible to the Director of Charity Operations and Senior Managers, and will work in partnership with the Community Gateway project team; attending training and meetings as required. The post holder will line manage Locality Team members and liaise with counterparts in supporting services / organisations. Other key contacts will be Age UK CIOS service leads, partner leads, referral teams, and community representatives.

Job context

This post is subject to a satisfactory Standard Disclosure and Barring check.

Travel is an essential part of the role; the post-holder will therefore be required to travel independently to various day service venues in order to fulfil the requirements of the role. Out of office hours working will be necessary on occasion, working patterns can be adjusted to accommodate in agreement with line management.

The postholder will be required to adhere to the organisations Code of Conduct and demonstrate commitment to our organisational values.

Since 2022, Age UK Cornwall & The Isles of Scilly, Partners (including Chaos Group, Volunteer Cornwall, Cornwall Neighbourhoods for Change and others) and Integrated Care Board have been working together to improve access to services, with the aim of reducing demand on acute services. Our partnership supports the community, coordinating holistic solutions to local challenges. This partnership and collaboration ensures that the project has a greater engagement and reach within local communities, helping the right people at the right time and developing innovative results. Volunteers are a key element to this.

Our goal is inspiring individuals and communities to age well. We recognise that each person is an individual and we put them and their lifestyle needs at the forefront of all that we do. We believe that, by enabling a person to live the life they want, to the best of their abilities, using their own motivation to achieve their chosen lifestyle, they will attain a greater sense of well-being. This, in turn, is shown to have a positive impact on their health, reducing their dependency on formal health and social care, and helping them feel more connected to the people and activities in their local community.

Every volunteer and staff member within Age UK Cornwall & The Isles of Scilly is expected to uphold and promote these values in every aspect of their role, positively influencing and challenging attitudes and practice to enable others to adopt the same values.

Work base

The role is a hybrid role where there is some flexibility for the post-holder to regularly work from home. Attendance at the office on a regular basis is a requirement of the role and will be agreed by discussion. The role has reach across the integrated care area with a balance between working virtually and reasonable travel for in person meetings.

Duration Initially Fixed Term Contract to 31st March 2025

The above description is correct as of July 2024. The postholder is expected to undertake duties relevant to the role, some of which may develop and change over time. Therefore, this job description will periodically be reviewed and amended in consultation with the post holder.

Print Name Signed Date

Key competencies, skills and experience	Essential	Desirable
Qualifications		
Qualification in leadership or demonstrable professional experience	X	
Educated to Level 4 standard, or demonstrable professional experience	X	
A relevant degree or equivalent		X
Must hold or be prepared to obtain; or be working towards, Level 3 qualification in Information, Advice and Guidance	X	
Professional qualification in area related to social care, health or counseling		X
Award in Education and Training (or equivalent including demonstrable experience)		X
Coaching & Facilitation Qualification / accreditation		X
Experience		
Experience in contract and partnership management	X	

Demonstrable experience of effective evidencing and reporting for contractual compliance	X	
Experience developing community involvement to grow support		X
Experience of working on an external funded programme, within performance frameworks and to reporting timescales		X
Relationships		
Ability to create rapport with people and build relationships with internal and external stakeholders at all levels	X	
Equality and Diversity		
Experience of working face to face with vulnerable and disadvantaged people in a range of settings	X	
Skills and Knowledge		
Excellent communication skills; able to flex communication style to different individuals; maintaining effective relationships; engaging and effective in the delivery of events and training;	X	
Excellent computer skills including using main Microsoft packages as well as the ability to adapt to bespoke data management systems and online portals	X	
Strong analytical and problem-solving skills.	X	
Understanding of practices and tools to create, manage and track and improve programme performance and scope.	X	
Ability to effectively and pro-actively manage staff and to support and coach them; constructively challenging when necessary	X	
Ability to prioritise and work under pressure, to tight deadlines and with accuracy and sufficient attention to detail	X	
An understanding of, and interest in older / vulnerable people (adults), their situations and the opportunities they may want and/or need	X	
Ability to demonstrate tact and diplomacy when dealing with sensitive and confidential matters	X	
Able to undertake work with respect and honesty for all whilst maintaining a high level of confidentiality	X	
Able to think creatively to offer positive solutions	X	
Proactive in anticipating needs and seeking opportunities to add value;	X	
Recognises the importance of customer service, delivers high standards	X	
Inspiring others with your passion for excellent service delivery	X	
Proven ability to deal professionally, confidentially, empathically and in an unbiased way with people in different circumstances, ensuring that the client always feels valued and fairly treated	X	
A desire to continue their own personal development in order to improve performance by enhancing knowledge, skills and experience	X	
A curiosity and ability to gently probe and understand the motivations and needs of volunteers	X	
An understanding of how to enhance community connectivity through information and digital solutions		x
Understanding of and adherence to organisational Code of Conduct, and relevant polices including but not limited to Data Protection & Confidentiality, Safeguarding, Health & Safety and Fair treatment	X	
Qualities		
Commitment to continuous personal development	X	
Positive and good-humoured can-do solution focused attitude	X	
Self-autonomous and used to taking personal responsibility	X	

Other		
A Disclosure and Barring check satisfactory to the organisation	X	
Access to own transport and ability to travel across the locality on a regular basis	X	
Willingness to work flexible hours when required to meet work demands	X	