

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |           |           |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|-----------|
| Job Title:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Team Leader                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Location: | All sites |
| Department:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Operations                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |           |           |
| Reports to:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Head of Operations                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |           |           |
| <b>Organisation Overview</b><br><br>Upward Mobility is a registered Scottish charity working in Edinburgh and the Lothians providing innovative, educational workshops and personalised support for people with learning and other complex disabilities.<br><br>Our goal is to promote the self-confidence and social welfare of our students through assistance to engage with meaningful and progressive educational activities, aiding their development of practical, social and life skills and their ability and confidence to participate more fully in society. |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |           |           |
| JOB PURPOSE:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | To provide leadership and direction at project sites, ensuring the smooth daily delivery of high-quality education and support to those who access our services. To work both autonomously, and as part of a larger team, promoting and implementing the strategic aims, objectives and ethos of Upmo.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |           |           |
| KEY RESPONSIBILITIES:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | <div>Team Leaders work as part of a team providing high quality services for students which assists them in developing practical, social and life skills in order to participate more fully and more independently in society</div> <ul style="list-style-type: none"><li>• Supervise the activities of the Project Workers and ensure daily coordination of each key project site</li><li>• Assist the Team Managers to ensure appropriate levels of resources are available at each project site</li><li>• Ensure risks are assessed and managed in line with policy and standard operating procedures</li><li>• Provide intervention, guidance and resolution when incidents or challenging behaviours occur - carrying out necessary follow-up and recording as required</li><li>• Ensure all necessary records are maintained using the organisations information technology systems</li><li>• Provide regular feedback to Team Manager on students and Project Workers</li><li>• Assist the Team Managers to provide case management to students and their carers &amp; families</li><li>• Provide line management to non-complex staff</li><li>• Assist the Team Managers in all aspects of site management</li></ul> |           |           |

|                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|-----------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>GENERAL RESPONSIBILITIES:</b></p> | <ul style="list-style-type: none"> <li>• Oversee volunteer and/or external student placements</li> <li>• Maintain site records and undertake weekly stock take</li> <li>• Maintain petty cash</li> <li>• Arrange and conduct non-complex student reviews</li> <li>• Engage in external meetings such as those with allied health professionals (AHPs)</li> <li>• Support learning and development of staff, including responsibility for own learning needs</li> <li>• Undertake training as required and in line with Upmo's staff training programme</li> <li>• Ensure compliance on site with health &amp; safety requirements, in line with organisations health and safety guidance and policy</li> <li>• Assist in the collation and promotion of marketing content relating to student activities</li> </ul> |
| <p><b>EXPERIENCE:</b></p>               | <p>Experience working in the field, preferably as support/project worker on the floor.</p> <p>A belief in inclusion, fairness and equality evidenced through work practice or personal experience. A desire to ensure people are at the heart of decision making and an ability to balance this with the needs of Upmo. Commitment to the principles and practices of continuous improvement.</p>                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <p><b>SKILLS:</b></p>                   | <ul style="list-style-type: none"> <li>• Excellent communication and leadership skills</li> <li>• Excellent communication skills, confident in managing groups of people and ensuring everyone is engaged and happy</li> <li>• Ability to effectively problem-solve within constantly moving environment, and cope under pressure</li> <li>• Ability to work on own initiative, prioritise workload and multi-task,</li> <li>• Report writing ability with high standard of written skill</li> <li>• Competency in IT and managing different digital platforms we use - TEAMS, Sharepoint CRM, etc</li> <li>• An ability to engage effectively with all stakeholders including families, carers and other professionals</li> </ul>                                                                                  |
| <p><b>QUALIFICATIONS:</b></p>           | <p>No formal qualification is necessary but Upmo expects staff to be willing and able to work towards SSSC registration requirements. Training in key areas of delivery will be provided, in line with individual appraisal and Upmo's training plan.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <p><b>GENERAL INFORMATION:</b></p>      | <p>Expectation for all staff to work in accordance with the ethos of the organisation, and to follow current policies and procedures. This role description is not exhaustive and is a reflection of current requirements. The employee is expected to view it as a guide rather than an exact description of duties and responsibilities. It may be subject to variation from time to time in accordance with the evolving organisational requirements.</p>                                                                                                                                                                                                                                                                                                                                                        |

|                                              |  |
|----------------------------------------------|--|
|                                              |  |
| <b>Job Holder's<br/>Signature<br/>Dated:</b> |  |
| <b>Manager's<br/>Signature:<br/>Dated:</b>   |  |