Job Description

RCS
LLES AR GYFER GWEITHIO
WELLBEING FOR WORK

TEAM LEADER (EMPLOYABILITY)

Band: .....4.1 to 4.8

Salary: .....£31,003.46 rising incrementally to £35,613.23

Contract: .....Permanent

Hours of work: .....Full time, 37 hours a week

Working Location: .....Wrexham / Flintshire

Resports to: .....Connect to Work Service Manager

Responsibile for: .....Job Coaches

Background

Connect to Work is a new UK government programme aimed at helping people overcome barriers to employment, particularly those with disabilities, health conditions and complex needs. The programme is based on a supported employment model, taking a 'place, train and maintain' approach, which is shown to be the most effective way of supporting people into work. Our team will be working with individuals to connect them with roles and employers that meet their aspirations and support needs.

Job Purpose

The Team Leader (employability) will lead and develop a team of up to 10 job coaches, ensuring the delivery of a high-quality supported employment service that adheres to Individual Placement and Support (IPS) and/or Supported Employment Quality Framework (SEQF) principles. The postholder will provide supervision, coaching, mentoring and performance management to the team, while promoting best practice and ensuring positive employment outcomes for participants. They will work collaboratively with internal and external partners to integrate employment support into wider wellbeing and recovery services. The Team Leader (employability) may also carry a small caseload where required.

Key Responsibilities

Service Leadership and Delivery

- Lead a team of Job Coaches to deliver a high-quality supported employment service in line with IPS and SEQF principles.
- Support team to achieve agreed performance targets, quality and fidelity standards and positive participant outcomes.
- Work closely with the Connect to Work Service Manager to support service development and continuous improvement.
- Maintain a participant-centred approach that supports individuals to secure and sustain paid employment.

Team Leadership

- Provide effective leadership, supervision, coaching and support to Job Coaches.
- Monitor performance through regular one-to-one meetings, observations and field-based support.
- Identify staff development needs and coordinate appropriate training and learning opportunities.
- Foster a positive, high-performing and collaborative team culture.

Working with Participants

- Work with a small case-load of Participants, co-producing individually tailored Vocational Plans and action-planning to work towards employment goals and address barriers.
- Work proactively with employers to identify paid competitive work opportunities that align with Participants' preferences, ambitions and support needs
- Work with a range of agencies to identify sources of complementary support to help Participants overcome barriers to work.

Key Responsibilities

Employer Engagement

- Support Job Coaches to develop and maintain relationships with employers across the region.
- Ensure employer engagement activities create opportunities that match participants' skills, aspirations and support needs.
- Provide support and guidance to employers to improve access to opportunities through inclusive recruitment, job carving, working interviews, workplace adjustments etc

Performance, Quality and Compliance

- Oversee the accurate recording of participant and service information.
- Ensure data systems are maintained and used effectively for performance monitoring and reporting.
- Produce monitoring reports and service information as required.
- Support the team to operate within safeguarding, GDPR and organisational policy requirements.

Professional Responsibilities

- Maintain professional boundaries and confidentiality at all times.
- Contribute to the promotion and development of the service, including identifying potential success stories and impact outcomes.
- Actively engage in continuous professional development.
- Undertake any other duties commensurate with the role.
- To work proactively in line with RCS's company values – Responding, Connecting and Supporting
- To work to our quality management system in order to ensure a consistent and quality service for clients
- Take a shared responsibility for safeguarding by remaining alert to concerns, promoting the safety and wellbeing of clients and dealing with any safeguarding concerns promptly in line with organisational polices.
- To work with RCS safeguarding procedures and apply when appropriate and necessary.

RCS
LLES AR GYFER GWEITHIO
WELLBEING FOR WORK

Person Specification

Essential

- Good standard of education.
- At least 2 years' experience supporting people with mental health needs, disabilities or other barriers to employment.
- Experience of building effective partnerships with external organisations and stakeholders.
- Experience of supervising, coaching or managing staff.
- Knowledge of supported employment principles and practice.
- Good IT skills, including Microsoft Office applications. Strong leadership and people management skills.
- Excellent communication, coaching, influencing and relationship-building skills.
- Ability to work collaboratively and build effective partnerships.
- Strong organisational skills and ability to manage competing priorities.
- Ability to work independently and use initiative.
- Commitment to equality, diversity and inclusion.
- Empathetic, approachable and professional.
- Passionate about helping people achieve their employment goals.
- Positive, resilient and solution-focused.
- Reliable, organised and accountable.
- Committed to continuous learning and improvement.
- Ability to travel across the region.
- Flexibility to work outside normal office hours when required.

Desirable

- Experience of designing and delivering person-centred support plans.
- Experience of engaging employers and creating employment opportunities.
- Understanding of disability, mental health and employment-related legislation.
- Knowledge of IPS principles and fidelity requirements.
- Knowledge of welfare benefits and employment law.
- Ability to speak and write Welsh.
- Lived experience of disability, mental health challenges or barriers to employment.

RCS
LLES AR GYFER GWEITHIO
WELLBEING FOR WORK

Required employment checks:

- Right to live and work in UK.
- DBS enhanced disclosure.
- Two references.

Closing date for Applications:

24th November 2026

RCS is committed to creating an inclusive environment where everyone can thrive. We value diversity and welcome applicants from all backgrounds. Please tell us if you need any reasonable adjustments at any stage of the recruitment process so we can support you to perform at your best.