

Recruitment pack

Staff Development Team Manager

Advertised: Monday 16th July 2024

Closing date: Sunday 4th August 2024



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95% of staff survey
respondents said they
were proud to work
for us’

Welcome

Thank you for taking the time to explore this position within Key and our partner organisation, Community Lifestyles. This is an exciting opportunity to become part of a team that ensures we 'Make Every Day Matter' for the people we support.

Our workforce is compassionate, talented, and committed to providing high quality, personalised support so that people can live full, active lives in their own homes and communities. Respect for the fundamental dignity and rights of each person, regardless of the level of support they require, lies at the heart of everything that we do.

The Staff Development Team Manager is central to the delivery of training activities which promote the knowledge, confidence and skills our those managing and providing such support. Working alongside highly experienced trainers, you will ensure the delivery of induction and ongoing training for our workforce.

If you would like to discuss the role further, please contact Sheila Hanney, our Head of Staff Development, Policy and Practice - sheila.hanney@key.org.uk
We would love to hear from you!





Introducing Key & Community lifestyles

Key and our subsidiary, Community Lifestyles, provide person-centred support to over 2,000 disabled people, across 17 Scottish local authorities, to enable them to lead full, active lives in their own homes and communities.

The people we support have a wide range of life experiences and needs, from young people still at school through to people in their 90s. Our approach is about working in partnership with the person, and the important people in their life, to build flexible, responsive support which is focused on them achieving what they want from life.

Support is provided by small teams of people who know people and their support needs well and can build warm caring relationships with them and their family.

Key is also a Registered Social Landlord (RSL) with over 700 homes across Scotland specifically designed for disabled people and those with long term support needs. Our tenants may get their support from Key or from other social care support providers.

Participation & TAG

Our roots are central to who we are. The foundations of our organisation were laid by a passionate, committed group of parents who, at a time when home for many disabled people was a long-stay institution, believed that their sons and daughters had the right to lead a full life in their own communities, close to families and loved ones.

We hold true to these original values today. Our board is inclusive; bringing together unpaid carers, people we support, and people with a professional interest in what Key do, to work alongside the senior team in guiding the work of our organisation and ensuring it is grounded in the experiences of disabled people and their families.

The inclusion of people we support is fundamental to our organisation and we work closely, through a service level agreement, with The Advisory Group (TAG), a Scottish Charitable Incorporated Organisation, which is run by and for disabled people. Through our partnership with TAG, disabled people have direct input to developing our organisational priorities, our governance structures and ensuring the quality of our support.



Introducing Key & Community lifestyles

Together we employ just over 2000 staff (plus a relief register of 500 workers), the majority of whom are directly involved in either providing, organising, or managing support. Around 74% of our workforce are female and our teams deliver over 68,000 support hours per week.

We are passionate about Self-Directed Support (SDS) and firmly believe that the principles underpinning this legislation can deliver upon greater choice and control for all people who use social care supports. We currently support around 1,000 people with individual budgets and have a wealth of experience in working alongside people to creatively, flexibly, and effectively use their resources to live life to the full.

We are committed to the Scottish Government's Coming Home agenda, having a track record in supporting people with complex support needs, people moving out of institution care including those living in out of areas placement, far from their families, friends, and original communities. Individual services range from a few hours per week to 24/7 support in people's own homes and communities, reflecting each person's agreed outcomes and personal plan.



2,000
disabled people supported



17
Local authorities



700+ homes



Over **2,000** staff



500
people on staff relief register



68,000
support hours every week



1,000
people supported with
personal budgets



74%
of our workforce are female

About the role

Key and our partner organisation Community Lifestyles are recruiting a new Team Manager to complete our Staff Development, Policy, and Practice Team. You will be joining us at an exciting time to help influence and lead practice and systems changes within our well established and dedicated learning and training function.

You will be at the heart of the organisation, empowering and supporting our Staff Development Team and operational managers in embedding robust systems and processes that enable us to build on our commitment to workforce learning and development.

You will work with some amazing people, especially the people we support who are co-trainers, in the development and delivery of a high quality and proactive learning and development service that supports our entire workforce.

You will lead our highly skilled and autonomous regional trainers who work collaboratively with local and senior managers, people we support and others to ensure our learning and development activities address identified training needs. They are in various areas:

- 4 in our Kerr Street base in the east end of Glasgow;
- 3 Staff Development Officers and a dedicated Health and Safety Trainer based in our head office in Glasgow;
- 1 regional trainer based in and covering Dumfries and Glasgow.

You will also oversee training provided by 3 Highland Area Managers (who are line managed locally and have a joint regional training role) as well as other colleagues who deliver accredited training.

You will manage and be supported by our training admin staff.



Job description

Staff Development Team Manager

Reporting to: Head of Staff Development, Policy, and Practice

Key and Community Lifestyles, provide high quality, personalised support so that people can live full, active lives in their own homes and communities. Everything we do relies on the knowledge, skills and commitment of our staff to deliver high quality, person-centred services.

The Learning and Development Team Manager will ensure learning and development pathways reflect our strategic plan, workforce and digital learning strategies, legislative requirements, and best practice.

You will work closely with others such as operational managers, our Practice Development Manager and SVQ Co-ordinator to ensure learning and development resources reflect external frameworks and requirements e.g. Positive Behaviour Support, SQA and CPL (continuous professional learning).

You will lead our highly skilled and autonomous regional trainers who work collaboratively with local and senior managers, people we support and others to ensure our learning and development activities address identified training needs.

Through the continued evolution of our new learning management system, quality assurance processes and partnership working, you will ensure that our staff development opportunities are accessible, creative and have a positive impact on practice.

Based in Glasgow, you will oversee the work of our highly experienced regional trainers and training admin staff across Key and Community Lifestyles.

The main objectives of the post are:

- To manage, deliver and further develop our staff learning and development activities including online resources, to ensure a high quality, skilled and knowledgeable workforce.
- To oversee the work of the Staff Development Team.
- To manage systems and processes for monitoring and reporting on staff development activities and outcomes for a range of stakeholders.
- Oversee the continual development and delivery of our digital learning strategy, including our inhouse online learning resources as well as increased awareness and uptake of relevant external opportunities.

Job description (cont)

Detailed Responsibilities

Staff Learning and Development Activities

- Manage the delivery, development and evaluation of staff induction programmes and ongoing learning activities in line with organisational needs, legislation, and best practice.
- Promote the continued involvement of people we support and others in the creation, delivery and evaluation of our learning and development activities.
- Deliver and co-ordinate input from the team and others in the review and implementation of our new leadership and management programmes, including the PDA in health and social care supervision.
- Oversee the continual development and delivery of our digital learning strategy, including our inhouse online learning resources as well as increased awareness and uptake of relevant external opportunities.

Leadership and Management

- Provide effective leadership support and direction to the staff development team of trainers and administration staff.
- Support trainers with the ongoing development of both online and face-to-face resources in partnership with others.
- Enable trainers in line with their role, expertise, and interests to lead on topics and collaborate with wider colleagues on practice aspects.
- Support administration staff with the day to day and ongoing improvement of all learning and development data and resources.

Systems, processes, and quality assurance

- Work with the staff development team to maintain, develop, and improve our learning management system and processes for the planning, delivery and recording of staff development activities and outcomes.
- Support administration staff to ensure accurate, timely and informative reports on all staff development activities are available for internal, contract monitoring and regulatory purposes.
- Share learning from staff development activities in order to contribute to wider organisational planning processes and initiatives.
- Ensure that best use is made of all available resources in line with organisational priorities.

General

- Represent Key and Community Lifestyles effectively at external learning and development forums and working groups to develop and maintain high quality relationships with relevant stakeholders.
- Engage in other duties as required in line with the general objectives of this post.

Person specification

Knowledge and Experience

- Significant experience of delivering training in social care within a human rights and person-centred approach
- Experience in developing, launching, and reviewing learning activities for social care staff including in-house and external online resources.

Ideally you will have previous management experience, preferably in services for disabled people.

Skills and approach

- Well-developed leadership and interpersonal skills
- Strong management skills, able to manage both planned and respond to ad hoc activities
- Commitment to collaborating with organisational colleagues and external agencies
- Ability to fully understand and promote complex, individualised support and risk enablement.
- Strong digital skills particularly MS Office
- Excellent written and report writing skills.

Qualifications

- Social care/relevant professional qualification
- Ideally an accredited health and safety training qualification and/or a training/staff development qualification.





What you'll receive

- Full time (35 hours per week) permanent role
- Salary **£46,296 - £50,102**
- Annual leave - 33 days plus five public holidays per year
- Defined contribution pension
- Occupational Sick Pay
- Employee Assistance Programme offering free confidential counselling, advice and support
- Cycle to Work Scheme
- Free access to Occupational Health Support
- Credit Union Membership
- Blue Light Card/Blue Light Ticket registration which offers a range of discounts and savings

What our staff say about us

Our staff are an incredible group of people. We regularly engage with them to understand how they feel about their job.

95%
of staff survey respondents said they were proud to work for us

The good news is that feedback is consistently positive. Let's take a look at what some of them have said when asked what's the best thing about working for our organisation.

“

Seeing the people we support happy and working towards the outcomes which are person centred round their choices and wishes.”

“

Feeling that I am valued and able to make a difference in people's lives.”

“

Helping individuals to live as full a life as possible and knowing I can make a difference to that person's life for the better”

“

I love doing my job and the network of people who we support everyday.”

How to apply

If you think this is the job for you, and you've got the knowledge, skills, and passion we are looking for then please complete our **Application Form** and **Personal Profile** [here](#) .

The **Personal Profile** will be shared with people we support who will be actively involved in the recruitment process.

The closing date is **Sunday 4th of August 2024**

We expect the interviews to take place in Glasgow on **Monday 12th of August 2024**.

What to expect at interview

We are a disability confident employer.

As a Disability Confident Employer, we very much welcome applications from disabled people.

We do not request information about specific health conditions or impairments at this point in the recruitment process. However, we commit to interview all disabled applicants who meet the minimum criteria for this role.

The Equality Act (2010) indicates that: A disabled person is defined as someone with a physical or mental impairment that has a 'substantial' and 'long-term' effect on their ability to do normal daily activities. If you are a disabled person and wish to inform us of this so that we can fulfil this commitment to you, please indicate this in your email when you submit your application.

