

Job Description

Position Description	
Title:	Job Coach Team Leader
Division:	LSF, Job Coaching Unit
Responsible to:	CRM, COO
Grade:	Senior Executive

Duties and Responsibilities

The Job Coach Team Leader will be responsible for managing the day-to-day operations within the unit as well as to develop and implement strategic plans and initiatives to ensure the quality of the service provision. The team leader will assume responsibility for the training and mentoring of Job Coaches and their activities within the unit, in line with the expectations of the foundation.

Duties and Objectives:

- To provide leadership to the unit assigned.
- To ensure that the function assigned is managed in line with the Lino Spiteri Foundation's strategic and business goals and objectives.
- To pro-actively assist management in the design of strategic/operational plans related to the Job Coaching service provision.
- To assist with the monitoring and reports on function outputs.
- Recommends to the management and assists in the identification of Key Performance Indicators and the implementation of Key Performance Targets in the function assigned.
- Seeks to ensure that the business of the Job Coaching service is directed to achieve the targets assigned in the most efficient manner.
- Seeks to ensure that the business of the unit is carried out efficiently, economically, and effectively and that it provides an excellent customer care service – internal or external as the case may be.

Change Management and Quality Improvements

- Drives continuous improvement and change within the function assigned in order to meet the objectives set.

- In accordance with strategic/operational objectives set, benchmarks the function with international best practices and standards.
- In accordance with strategic objectives set, implements international quality standards relevant, to the function assigned.

Leadership and Management

- Provides advice, guidance, direction and authorisation of staff with regards plans, policies and procedures of the Lino Spiteri Foundation.
- Empowers staff.
- Delegates tasks responsibly.
- Communicates with staff to ensure that they are actively involved in the function of the unit assigned and the Foundation's operations.
- Provides coaching, guidance, mentoring and leadership to staff as appropriate.
- Represents the Lino Spiteri Foundation in a professional manner at all times, in all activities.

Financial Responsibilities

- Assists in the projection of the cost centre budget.
- Monitors variances and forecasts of the cost centre.
- Assists management with regards to the preparation of cost centre re-base lining exercises held during a business planning year.
- Operates within the corporate financial structures and controls.
- Assists management in any internal audits undertaken within the function assigned.

Human Resources Responsibilities

- Actively works to introduce multi-skilling, multi-tasking, up-skilling and re-skilling within the unit.
- Actively works to ensure that annual development and training plans are designed and implemented with regards to staff within the function assigned should the need arise.
- Actively works to introduce a performance based culture within the function assigned.
- Assists in the development and implementation of sound human resources policies and procedures.
- Leads, or delegates as the case may be and subject to corporate policies, selection of staff.
- Develops a positive and team oriented culture for the function assigned.

Equality, Inclusion and Diversity

- Actively works to ensure that a culture of equality, inclusivity and diversity prevails within the Lino Spiteri Foundation.
- Actively works to ensure that systems, processes and policies confirm to the principles of equality, inclusivity and diversity within the foundation.

Health and Safety

- Actively works to ensure that a culture of health and safety prevails within the Lino Spiteri Foundation.
- Actively works to inculcate by means of education, communication and development a culture of health and safety within the unit.

Consultation

- Consults with Chief Operating Officer / Corporate Relations Manager in resolving issues and problems which are of a sensitive and / or strategic nature.
- Liaises closely with the Corporate Relations and Profiling & Guidance units.
- Coordinates and communicates with other internal personnel as necessary.
- Coordinates and communicates with external stake-holders as appropriate (including clients, entities and relevant authorities)

Self-Improvement

- Keeps up to date with new developments in the area of employment of persons with disabilities.
- Keeps up to date with the latest projects and initiatives undertaken by the Lino Spiteri Foundation.

Other

- Performs other job related duties as necessary or as assigned.

Supervision Received

- Direction from management, especially in sensitive or contentious issues.

Working Conditions

- The Team Leader will be expected to adopt a flexible work ethic and may be requested to work outside office hours to meet deadlines and / or targets.