

Role description

Delivery Lead – Community Led Support

Hours and location	Full-time, based from home, with frequent on-site activity that requires regular UK-wide travel
Salary	Commencing on 43,000 per annum, rising to £44,000 on successful completion of 6-month probation (subject to experience)
Management responsibilities	The post holder has no direct line management responsibilities but may lead discrete programme developments that involve other people, including people with lived experience
Reports to	Community Led Support Site Lead
Benefits	30 days annual leave per annum plus bank holidays, generous workplace pension scheme with enhanced employer contribution, supportive and family-friendly approach to flexible working. Access to support for learning and development and wellbeing perks

About NDTi

National Development Team for Inclusivity (NDTi) has been working with communities, government, health, and social care professionals for over 30 years to ensure that people with disabilities of all ages are given choice and control over their own lives.

Our organisation exists to make change happen by celebrating what’s possible, supporting changemakers and building self-determination. Our work always focuses on wider life outcomes. We want disabled and older people to enjoy the same life course and opportunities as everyone else – education, paid work, a place of their own, fulfilling personal relationships and a chance to contribute to their communities.

Our vision



At the heart of everything we do is our belief in a society where **all people**, regardless of age or disability, **are valued** and able **to live the life they choose**.

We believe that all people should have choice and control over their own lives, that their human rights be respected and that they are valued as equals.

Our vision is shared by our members, our people, our partners, and the people who fund or commission our work.

About CLS

Community Led Support (CLS) is a change programme for statutory adult social care and health organisations across the UK. Areas that invite us to work with them join a diverse and vibrant network. CLS promotes a strengths-based approach, building on what is already working, joining up good practice, and strengthening common sense, empowerment and trust.



CLS assists statutory organisations to work collaboratively with their communities and their staff teams to shape a different way of working together that better serves the person involved, one that evolves and is continually refined based on learning and evidence.

The CLS programme is currently supporting more than 30 areas across the UK as part of its network of sharing, connection and learning. This is predominantly hosted online with regular opportunities for workshops and themed discussions. Each year we host a large 'in person' gathering for network members to meet and share their experiences. CLS sites involved in the network are at various stages of development in the programme and support is tailored to their local context and priorities whilst being consistent in quality and approach.

With continued growth, NDTi is looking to increase its capacity to sustain its reputation for quality support in delivering the programme and are excited to offer this new role to join our established team.

Purpose of the role

The Delivery Lead plays a key role in ensuring that the support we deliver across the CLS network is relevant, impactful and of a high quality. Our support always needs to add value to the work being undertaken in the areas involved, bringing insight and understanding of the issues, the challenges and the opportunities. Blending sound knowledge, expertise and integrity in adult social care with personal qualities that support an engaging facilitative style, the post holder will play a key role, as part of a team, in delivering support through a mixture of online and in person workshops and meetings.

With some travel and working hours at times outside the normal 9-5 work environment, this is a demanding but incredibly rewarding role. As the programme continues to evolve this is a truly exciting opportunity to be part of shaping and delivering work that is able to evidence significant positive impact.

We are a relatively small, learning, collective and collaborative organisation and the CLS Delivery Lead post holder may also be expected at times to work across and liaise with other programmes within NDTi, ensuring that key learning and opportunities are shared, and that joint ways of working create further benefit for those we endeavour to create change for.

The CLS Delivery Lead will be responsible for:

- Delivery of key workshops within the CLS programme, either on a site-specific basis or cross-network
- Providing ad hoc support to CLS sites or to network events as required
- Contributing to further shaping and developing the Community Led Support Programme and the content of core workshops
- Helping ensure that the impact of CLS is captured and shared and that it shapes the development of the programme as a whole
- Helping ensure that the CLS Programme retains its reputation for high quality content and delivery of support
- Representing NDTi positively in every interaction and promoting NDTi's mission and reinforcing a positive profile and reputation of NDTi

Key activities

We recognise that for many people with the skills and experience we are looking for, a role of this nature may be quite different to their experience to date and therefore see this as a development role into which the postholder can grow over time. They will join a supportive team and have opportunities for shadowing, on site learning as well as co-hosting of events and workshops prior to having to do these alone. We support professional and personal growth and always value and seek to use the strengths each team member brings to benefit the programme as a whole as well as the team and organisation.

The post holder will undertake the delivery of a range of workshops that promote strengths based practice and community connections. We expect the majority of this support to be delivered online, liaising with the CLS team Site Leads and with some direct contact with sites. They will be expected to provide an active role in contributing to CLS online forums. They will participate fully in CLS team meetings as well as NDTi meetings, in development of CLS programme materials and strategic development of the programme.

The role will involve the following:

Community Led Support Programme development

- Develop and nurture contacts and relationships that ensure NDTi and the CLS programme has a significant and positive profile nationally
- Engage with community partners and people with lived experience in the development, delivery and understanding of impact of Community Led Support and NDTi's work, seeking new ways for further involving those partners in the development of the programme and in NDTi's work

- Help ensure that NDTi is both fully aware of and influencing policy, innovative practice and contemporary evidence in our areas of work
- Continually explore and further ideas for the development of NDTi's work and 'products' in relation to the growth of Community Led Support
- Share views and insights (written or verbally) for different audiences on key issues relating to Community Led Support and other identified /agreed areas of work and responsibility
- Assist in the organisation of the CLS programme, taking on key responsibilities in relation to the planning and delivery of events and networking opportunities.
- Liaise with other colleagues across NDTi to maximise mutual sharing, learning and benefits and further development of the CLS programme
- Contribute to NDTi's programme of research and evaluation in relation to Community Led Support and other identified areas of work and responsibility

Securing and managing contracts

- Lead work in agreed areas of responsibility, ensuring that all commitments are delivered on time, in budget, to the expected high standards
- Ensure that learning takes place from contracts of work to inform thinking within NDTi and the continual development of standards for our work

Representation

- Represent NDTi as appropriate with a wide range of stakeholder groups, local and national bodies and organisations
- Ensure NDTi is presented as a values-driven, innovative and high-quality organisation that is up to date with policy and practice and delivers effectively
- Support CLS Team members in the national representation of the programme as required

Organisational and wider responsibilities

- Contribute to the organisational life of NDTi through being a positive and supportive colleague and an active participation in NDTi meeting, sharing and learning events
- Contribute to working groups focusing on key aspects of the organisation or our work as required
- Ensure organisation systems and process requirements that support business and financial operational management of NDTi are followed, adhering to all aspects of the Staff Handbook and relevant policies and procedures

- Undertake any other reasonable requirements of the organisation in line with the purpose and spirit of this job description, as agreed with line manager

Our Values

Our values bind us together in the pursuit of change that leads to better lives. Our values are worn on our sleeves, fiercely held, and demonstrated through our behaviours and the way in which everyone at NDTi individually and collectively operate.

The post holder will ensure that all activity is delivered in line with NDTi's vision and purpose and that all actions reflect the values, spirit and intent of NDTi's mission.



- We drive inclusion enabling voice and opportunity for equal lives
- We are reliable keeping our word and acting with integrity and authenticity
- We are open and honest about what needs to change and how
- We act with humanity in our work and relationships with the people we work with and for
- We are curious pioneers always looking to creatively learn and improve
- We create impact contributing towards better lives in our communities

Person specification

Essential (e) and desirable (d) personal attributes and core competencies for this role.

Subject knowledge and experience

- Experience and understanding of the working of adult social care. This may include experience of using services or of working in a team delivering that support (e)
- Experience of working in partnership with a range of organisations and parties, including people with lived experience of social care (e)
- Experience of affecting change to achieve desired improved outcomes for people (e)

Values and behaviours

- You will share our commitment, values and belief in [NDTi's mission](#) (e)
- You will demonstrate, understand and apply our workplace values of driving inclusion, being reliable, open and honest, acting with humanity, and being curious and commit to work and act in ways that positively reinforce NDTi's values & behaviours framework at all times. You will challenge behaviours and attitude that serve against NDTi's values and inclusive culture (e)
- You may have personal experience of health or social services or being a family carer for someone with experience of using them that you bring to your role with NDTi (d)

Personal attributes

- A strong commitment to the equality and rights of people society can exclude (e)
- Actively promotes inclusion, social justice, and the rights of people who use social care services to be in control of their lives and supports and communicate these principles to a range of people with passion and integrity (e)
- A naturally creative approach and ability to 'think outside the box' (e)
- An engaging and personable communication style and ability to inspire others (e)
- An inclusive approach to involving others, respecting diverse views and perspectives whilst promoting the values that underpin a strengths-based approach (e)
- Able to work alone, manage priorities and be self-motivated (e)
- A team player who contributes to discussions, has excellent listening skills and brings a positive attitude to their work (e)
- Flexibility to work extended hours during occasional peak times, together with a willingness to travel and possibly stay away from home over night from time to time (e)

Core competencies

- Knowledge of how social care support can impact on people's wellbeing and outcomes (e)

- A good understanding of the importance of strengths-based approaches, building independent, community connections and citizenship for people at risk of exclusion (e)
- A broad understanding of the principles and concept of Community Led Support (e)
- Good working knowledge of standard Microsoft Office applications, including Teams, Zoom or similar collaboration platforms (e)
- Commitment to learning and mastering new digital technologies that efficiently enhance internal and external communication (e)