

Role description

Site 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 53,000 per annum, rising to £54,000 on successful completion of 6-month probation (subject to experience)
Management responsibilities	The post holder has no direct line management responsibilities but will manage project teams and support NDTi associates including those with lived experience
Reports to	Programme Lead - Community Led Support
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 delivery of the programme and we are excited to be growing our established team with the recruitment of this role.

Purpose of the role

Site Leads play a key role in ensuring that the support we deliver across the CLS network remains relevant, impactful and of a high quality. Our support always needs to add value to the work being undertaken in the areas involved, bringing experience, insight and understanding of the issues, the challenges and the opportunities. Blending sound knowledge, experience and integrity in adult social care with personal qualities around leadership, communication and facilitation, Site Leads play a key role in the delivery of the programme.

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 Site 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.

Site Leads typically spend 2 – 3 days a week doing work involved in the direct delivery of the programme, including meetings with sites, facilitating workshops and liaising with Implementation Leads within the sites, agreeing plans and where NDTi support can best be targeted. There is also a degree of cross-network support, hosting network group discussions and delivering workshops. The post holder will join a supportive team and have opportunities for shadowing, on site learning as well as co-hosting of events and workshops prior to doing these independently. Our team 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.

We expect the majority of support delivered to be online but there will be times when 'on site' presence is needed. The postholder will be expected to actively contribute 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 CLS Site Lead post holder will be responsible for:

- Coordinating the delivery of the CLS programme within an agreed number of areas, either on a site-specific basis or cross-network
- Providing a high level of that support themselves, working across a number of sites and working flexibly to support our team commitments
- Being the point of contact for areas that commission our support and liaising with senior leaders within those organisations to agree plans and timescales
- Contributing to further shaping and developing the Community Led Support Programme as it grows in both size and scope
- 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
- Supporting the Programme Lead in securing and developing new contracts as part of the growth of the work
- Driving the growth and income of the CLS Programme within NDTi contributing towards the overall financial stability and growth of the organisation;
- Managing and supporting associates working on the programme as required
- Leadership of other specific pieces of work as may, from time to time, be agreed with the line manager

- Representing NDTi positively in every interaction and promoting NDTi's mission and reinforcing a positive profile and reputation of NDTi

Key activities

Community Led Support Programme development

- Contribute to the ongoing development of the programme to ensure it remains relevant and valuable to local leads that commission our work
- Develop strong and trusting relationships with those leads and ensure that the programme of support for each site they are responsible for reflects the activity that we know leads to the best chance of it being successful in terms of local impact
- 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 generally
- 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

- Secure new work for NDTi from directly commissioned work, tenders and development of proposals and other work that achieves our income targets and delivers NDTi's mission
- 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

Management responsibilities

- Provide line management support to any staff reporting to the post holder, ensuring their delivery of high quality work as outlined in NDTi's Staff and Associate Handbooks
- Oversee and support the work of identified NDTi associates, promoting their inclusion in the organisation, facilitating mutual learning opportunities and ensuring working practices meet the standards and approaches outlined within the Associate Handbook
- Progress recruitment and induction of associates to ensure the associate 'pool' consists of talented people with the skills, knowledge and competencies required by NDTi

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 NDTi decision-making and leadership across the organisation as required
- 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.

As Site Lead, 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

- Significant experience in a leadership position in an organisation associated with the delivery of social care support. At least two years of that experience being related to meeting statutory responsibilities and promoting social inclusion. (e)
- Demonstrable experience of achieving change in statutory organisations (e)
- Experience of working in partnership with a range of other organisations and parties, including people with lived experience of social care (e)
- Demonstrable experience of changing systems, culture and practice to achieve the desired end of improved outcomes for people using those services (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 NDT'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 brave and authentic leader who can think strategically and provide sensitive challenge in pursuit of the CLS principles whilst retaining respect and professionalism (e)
- A naturally creative, aspirational approach and ability to 'think outside the box' (e)
- An inclusive approach to involving others in discussions, respecting diverse views and perspectives whilst always promoting the values that underpin a strengths based approach (e)
- The ability to 'think on your feet' and gauge a situation that may require a different input or response to that originally planned (e)
- A team player who contributes to discussions, has excellent listening skills and brings a positive attitude to their work (e)

- Strong personal speaking, presentational and facilitation skills with an integrity and professionalism that brings respect to the role (e)
- Ability to work alone, manage priorities and be self-motivated (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

- Sound understanding of national policy, delivery frameworks and best practice relating to how local authorities or integrated health organisations exercise their statutory duties (e)
- A broad understanding of the principles and concept of Community Led Support and of how it is being implemented across the UK (e)
- A sound understanding of human rights as set out in UK legislation and how they relate to adult social care 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)