# Job Description

| | |
|---|---|
| **Position:** | WorkWell Team Lead |
| **Department/Service:** | Future Support – WorkWell Norfolk |
| **Status:** | Fixed-term contract until 31st March 2029, with extension subject to funding |
| **Hours of Work:** | Full Time - 37hrs per week (subject to Four Day Week scheme following 6-months in post, more info here) |
| **Leave:** | 25 Days per annum plus Bank Holidays |
| **Location:** | Norwich, Breckland or North Norfolk, with travel across the localities |
| **Salary:** | c.£33,000 |
| **Application Deadline:** | Wednesday 4th November 2026 |
| **Interview Date:** | Tuesday 10th November 2026 |

***Vision statement:***

***Our vision is of vibrant and strong communities where everybody can live independent, safe and happy lives.***

**Purpose:** The Norwich Team Lead will lead the day-to-day delivery of WorkWell across Norwich, Breckland and North Norfolk, supporting Health and Work Coaches to deliver safe, effective and high-quality support. The role will oversee caseloads, staff supervision, service quality, safeguarding, performance and local partnerships, ensuring participants receive consistent, person-centred support.

You will provide guidance and support to Coaches, monitor performance and outcomes, coordinate referrals and workloads, and work closely with health professionals, employers and community organisations to strengthen delivery across all three districts.

Alongside these responsibilities, you will maintain a smaller participant caseload, normally around 8–12 live participants, providing personalised work and health coaching and modelling good practice. This is a non-clinical role, working alongside WorkWell's clinical and specialist professionals to ensure appropriate support and escalation of clinical concerns.

**Context:** WorkWell is a national early-intervention work and health programme, jointly led by the Department for Work and Pensions and Department of Health and Social Care. In Norfolk, the service is commissioned by NHS Norfolk and Suffolk Integrated Care Board and delivered through a partnership led by Future Projects.

Future Projects directly delivers WorkWell across Norwich, Breckland and North Norfolk, alongside our established Connect to Work employment support programme. Our delivery partners are Action Community Enterprises CIC, covering Great Yarmouth and South Norfolk and Broadland, and Community Action Norfolk, covering King's Lynn and West Norfolk.

WorkWell brings together community-based Health and Work Coaches, clinical professionals, employers and specialist organisations to address health, employment and wider barriers through coordinated, person-centred support.

The Norwich Team Lead will oversee Future Projects' Health and Work Coaches across all three districts, working closely with the WorkWell Project Manager, other locality leads, the central Single Point of Access, multidisciplinary clinical team and specialist partners. The role will also develop strong local relationships with GP practices, health services, employers and voluntary sector organisations.

**Key Deliverables include:**

1. Lead and supervise Health and Work Coaches, coordinate workloads and deliver a small participant caseload.
2. Oversee case management, service quality, performance and reporting to achieve agreed outcomes.
3. Ensure effective safeguarding, risk management and escalation through agreed clinical pathways.
4. Build strong health, employer and community partnerships to support integrated local delivery.
5. Support staff development and wellbeing, promote shared service standards and drive continuous improvement.

**Person Specification:** You will be an experienced, approachable and well-organised practitioner or team leader, confident supporting both staff and participants to achieve positive outcomes. You will combine strong interpersonal skills with the ability to manage competing priorities, monitor performance, solve problems and maintain high standards of service delivery. You will be supportive, fair and calm under pressure, able to build effective partnerships and lead a team working across different communities and locations.

**Essential criteria include:**

- Experience supporting people one-to-one through coaching, advice, guidance or other support services.
- Experience leading or supervising staff, providing guidance, managing performance and supporting professional development.
- Strong organisational and time management skills, with experience managing caseloads, workloads, priorities and risk.
- Excellent communication and interpersonal skills, with the ability to build trust, motivate others and challenge constructively.
- Experience monitoring performance, working towards targets and using data to identify issues and improve outcomes.
- Good IT, data management and report-writing skills, including the ability to maintain accurate records and produce clear performance reports.
- Ability to build and maintain effective relationships with employers, health professionals, community organisations and other partners.
- Working knowledge of safeguarding, confidentiality, equality and inclusive practice, including recognising and escalating concerns appropriately.
- An understanding of the relationship between health, disability, wellbeing and employment.
- A person-centred, empathetic and non-judgemental approach, with sound judgement, accountability and the ability to remain calm under pressure.
- Ability to work independently, make decisions and manage competing demands across multiple locations.
- Ability to travel regularly across Norwich, Breckland and North Norfolk.

**Strong applications will evidence the following:**

- Experience leading teams within employment support, health and wellbeing, advice, coaching or community services.
- Experience undertaking staff supervision, case reviews, quality assurance or service improvement activities.
- Knowledge of local health, employment, skills and community services across Norfolk.
- Experience engaging employers and supporting workplace adjustments, job retention or return-to-work arrangements.
- Knowledge of employment rights, the Equality Act 2010 and the impact of health conditions or disabilities in the workplace.
- Experience of health coaching, motivational interviewing or other person-centred support approaches.
- Relevant qualifications in management, supervision, coaching or a related field.
- Relevant lived experience that strengthens understanding of participants' circumstances and barriers.

**About Future Projects:**

Future Projects is a charity founded in 2000 by two volunteers who had become increasingly frustrated by the social exclusion, poverty and lack of support available in their local community. They recognised that the issues people faced on their Norwich housing estate - one of the most deprived in the UK - could not be resolved by addressing one problem at a time in isolation.

They worked with the local community to understand its needs and ambitions and developed projects in youth work, education, media and advice. Today, we help people in difficult situations build on their strengths and capabilities and develop the skills, confidence and resilience to take control and transform their lives. We do this through practical support and opportunities spanning food and essentials, community support, health and wellbeing, employment, education, learning and skills, and community connection, voice and belonging.

Our current projects and services are organised in three distinct departments:

**Detailed duties and responsibilities:**

Key Deliverable 1) Lead and supervise Health and Work Coaches, coordinate workloads and deliver a smaller participant caseload.

- Provide day-to-day leadership, guidance and support to Health and Work Coaches across Norwich, Breckland and North Norfolk, promoting consistent, person-centred and strengths-based practice.
- Oversee referral allocation, caseloads, workloads and team capacity, responding effectively to changes in demand, participant complexity, staff absence or performance.
- Maintain a smaller caseload, normally around 8–12 live participants, delivering high-quality assessments, Personalised Care Plans and practical work and health coaching.
- Provide regular case guidance and support Coaches to overcome barriers, coordinate interventions and achieve positive participant outcomes.

Key Deliverable 2) Oversee case management, service quality, performance and reporting to achieve agreed outcomes.

- Monitor the quality and timeliness of assessments, Personalised Care Plans, participant contact, case recording, outcomes and case closure.
- Use WorkWell data and dashboards to monitor referrals, caseloads, waiting times, participant engagement, intervention length, outcomes and data quality.
- Identify performance issues, service gaps or emerging pressures and take appropriate action to maintain service standards and achieve agreed targets.
- Prepare accurate, timely reports covering activity, outcomes, workforce, risks and service quality, ensuring team records and monitoring information are complete and reliable.
- Undertake regular case reviews and quality checks, supporting effective problem-solving, appropriate employer engagement, warm handovers and timely participant progression.

Key Deliverable 3) Ensure effective safeguarding, risk management and escalation through agreed clinical pathways.

- Act as the first point of management support for Coaches dealing with safeguarding concerns, participant risks, professional boundaries or service-quality issues.
- Ensure staff recognise concerns beyond their professional responsibilities and promptly escalate safeguarding issues, health risks and clinical complexity through agreed procedures.
- Work closely with the WorkWell Single Point of Access, multidisciplinary clinical team and specialist partners to coordinate appropriate support and ensure agreed actions are implemented.
- Support safe and consistent participant care where cases are transferred, staff are absent or additional clinical or specialist input is required.
- Maintain appropriate oversight of safeguarding and risk management across the team, ensuring concerns, actions and escalations are accurately recorded and followed up.

Key Deliverable 4) Build strong health, employer and community partnerships to support integrated local delivery.

- Develop and maintain effective relationships with GP practices, Primary Care Networks, social prescribing services, health teams, voluntary and community organisations, Jobcentre Plus, skills providers, employers and other local partners.
- Maintain knowledge of local referral pathways, community resources and gaps in provision across Norwich, Breckland and North Norfolk, helping Coaches access appropriate support.
- Coordinate local case discussions, partnership meetings, outreach, co-location and service promotion where required, complementing rather than duplicating clinical multidisciplinary arrangements.
- Work closely with Connect to Work and other employment support programmes to coordinate referrals, share relevant learning and ensure participants access the most appropriate support.
- Support the development of WorkWell's Specialist Support Framework, identifying emerging participant needs, under-represented groups and opportunities to strengthen local provision.

Key Deliverable 5) Support staff development and wellbeing, promote shared service standards and drive continuous improvement.

- Undertake regular one-to-one supervision, performance reviews and development conversations with Health and Work Coaches in line with Future Projects' procedures and WorkWell requirements.
- Support staff induction, training, reflective practice and professional development, identifying additional coaching, learning or specialist support needs.
- Promote staff wellbeing, inclusion and a positive team culture, addressing concerns or underperformance fairly, promptly and constructively.
- Work closely with the WorkWell Project Manager, other Team Leads and quality colleagues to maintain consistent standards, share good practice and strengthen partnership delivery.
- Use case reviews, audits, participant feedback and performance data to identify improvements, implement changes and share learning across WorkWell Norfolk.

Other duties and responsibilities

- Work flexibly across community, office, employer and remote settings according to participant and service needs.
- Comply with Future Projects' policies and shared WorkWell requirements for safeguarding, information governance, confidentiality, equality, supervision, performance and health and safety.
- Undertake other reasonable duties consistent with the purpose and level of the role.

**This Job Description is intended to provide a broad outline of the main duties and responsibilities only. It is not exhaustive and is subject to review in conjunction with the postholder and according to future changes or developments in the charity and its services.**

**Job environment:** This is a community-based leadership role covering Norwich, Breckland and North Norfolk, requiring regular travel between localities. The role will involve working from Future Projects offices, community venues, GP practices and other health settings, employer premises and partner organisations, with some remote working as appropriate. The postholder will oversee Coaches working across all three districts, while maintaining

their own smaller participant caseload. Flexibility may be required to meet participant, team and service needs, including occasional evening or weekend work.

**Supervision:** The postholder will report to the WorkWell Project Manager and receive regular supervision, performance reviews and support sessions, in line with Future Projects' procedures and WorkWell service requirements.

**Line Management Responsibility:** The postholder will have direct line management responsibility for Health and Work Coaches employed by Future Projects across Norwich, Breckland and North Norfolk. This includes staff supervision, workload allocation, performance management, development and wellbeing.

**Health and Safety/Safeguarding:** The postholder must comply with policies and procedures relating to health and safety, security, confidentiality, data protection and safeguarding adults and children. This includes overseeing safe working practices across the team, supporting staff with safeguarding and risk concerns, ensuring appropriate escalation through agreed WorkWell pathways and maintaining professional boundaries.

Future Projects is committed to safeguarding children and at-risk adults and expects all staff and volunteers to share that commitment. Our primary concern is always the safety and wellbeing of children and vulnerable adults.

Future Projects will provide induction and training, including Health and Safety, Safeguarding and required WorkWell training, including appropriate autism and learning disability training. All employees must complete training and refreshers as directed.

**Equalities:** The postholder must actively support and promote equity, diversity, inclusion and belonging. This includes ensuring services are accessible and inclusive, supporting reasonable adjustments for participants and staff, addressing barriers to participation and promoting fair and inclusive practice across the team.

Future Projects is an equal opportunities employer, a Living Wage employer and a Disability Confident employer; more information is available on request.

**Pre-employment checks:** Appointment is subject to satisfactory checks completed before start, including proof of identity and right to work in the UK, two references including the current or most recent manager, verification of stated qualifications or experience and any DBS check appropriate to the duties of the role. Employment gaps will be discussed at interview. A criminal record does not automatically bar appointment; decisions are made case by case in line with legislation.

**Applicant instructions:**

- Complete the application form in full. Explain any gaps in employment; incomplete applications may not be shortlisted.

- Locality preferences. Please indicate whether you wish to be considered for Norwich, Breckland, North Norfolk or more than one locality.

- Tailor your answers. Use the person specification and key deliverables to structure your application, using clear and outcome-focused examples where appropriate.

- References. Provide two referees, one of whom must be your current or most recent line manager. We will not contact referees without your consent or before interview or outcome.

- Reasonable adjustments. Tell us if you need adjustments for the application or interview; we are happy to help.

- Submission. Follow the advert instructions for the deadline, submission route and file format. CVs are not accepted without a completed application form unless the advert states otherwise.

- Selection process. Shortlisted candidates will be invited to a joint WorkWell Norfolk selection day, involving an interview and practical or scenario-based assessment. Representatives from WorkWell partner organisations may participate in the selection process. Future Projects will make final recruitment decisions for its own vacancies.

- Data. We will handle your information in line with our recruitment privacy notice and data-protection requirements.