

JOB DESCRIPTION

Job title	Community Development Team Leader
Sector/Function	Mental Health
Department	Talking Therapies
Reports to	Senior Operations Manager
Grade	4

Job purpose	<p>To assist in delivering the Improving Access to Psychological Therapies (IAPT) service within Wakefield.</p> <p>As a Community Development Team Leader, you will be responsible for maximising pathways between the service and our partner organisations, forging new links with other services and with a particular focus on reaching groups of people who are frequently under-represented in therapy services including people from a BAME background, people who do not speak English as a first language, older people, young people, LGBT+ people, people with disabilities and people from other less advantaged social backgrounds. As a focal point for the community, you will lead the way in raising awareness and referral into the service.</p>
Key accountabilities	<p>Duties</p> <ul style="list-style-type: none"> • To develop and engage the service within the local community by having a physical presence at events • Delivery and co-ordination of events • To be the main liaison link for our partner organisations • To forge links with seldom heard groups raising awareness of mental health and referral pathways • To maintain good links with primary care, the specialist mental health services and associated agencies (including housing, social care and voluntary agencies) as required • To promote and contribute to the development of direct / public access workshops to contribute towards the service's entering treatment prevalence targets • Undertake sufficient training to manage risk within the service • To be a prominent and engaging member of the management team • To manage and respond to enquiries from service users, professionals, and other relevant organisations • To line manage and support staff • Communication and digital outreach support • Prepare reports by collecting and analysing information on referral and access numbers • Develop communications for service promotion as required

	<p>Professional</p> <ul style="list-style-type: none">• Ensure the maintenance of standards of practice according to the employer and any regulations, keeping up to date on new recommendations / guidelines set by the department of health (e.g., NHS plan, National Service Framework, National Institute for Clinical Excellence (NICE)• Ensure client confidentiality is always protected• Be aware of, and keep up to date with advances in the spheres of treatment for common mental health problems• Participate in individual performance review and respond to agreed objectives• Keep up to date all records in relation to Continued Professional Development and ensure personal development plan maintains up to date specialist knowledge of latest theoretical and service delivery models / developments• To ensure compliance with internal and external standards and codes of conduct• Attend relevant conferences / workshops in line with identified professional objectives
	<p>General</p> <ul style="list-style-type: none">• To contribute to the development of best practice within the service• To maintain up-to-date knowledge of legislation, national and local policies, and procedures in relation to Mental Health and Primary Care Services• All employees have a duty and responsibility for their own health and safety and the health and safety of colleagues, patients, and the public• All employees have a responsibility and a legal obligation to ensure that information processed for both patients and staff is kept accurate, confidential, secure and in line with the Data Protection Act (1998) and Security and Confidentiality Policies• It is the responsibility of all staff that they do not abuse their official position for personal gain, to seek advantage of further private business or other interests in the course of their official duties• This Job Description does not provide an exhaustive list of duties and may be reviewed in conjunction with the post holder considering service development

	<p>Managerial</p> <ul style="list-style-type: none"> • Effective implementation and regular monitoring of operational performance management disciplines, KPI's and SLA's • Ensuring the team delivers outcomes in accordance with the contract to the highest possible level of quality and within budget and variances in performance are spotted and addressed in timely fashion, escalating to the Service Manager where appropriate • Working with the team to ensure robust service plans are developed and agreed with the Service Manager reflecting the service business plan and contractual requirements • To provide line management and to several staff members
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	Total staff overseen	1 - 12
	Internal contacts	<p>Central support services Team leaders and clinical lead Team Manager PWP team High Int Adminis Peer mentor coordinator Inspiring Recovery</p>
	External contacts	<p>Stakeholders Primary Care Networks Communities Partners across the District Primary and Secondary Care Mental Health Providers Voluntary Services Schools, Colleges, and universities Employers across the District Council Commissioners</p>
	Problems solved	Hold a matrix of information on all available services within the Wakefield Community
	Financial authority	Ensuring that community and under - represented groups have a dedicated focus alongside working with therapists

Commented [CW1]: Shouldn't this all be in internal contacts?

PERSON SPECIFICATION

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Personal effectiveness	Essential	Desirable
	<p>High level of enthusiasm and motivation.</p> <p>Advanced communication skills</p> <p>Ability to work within a team and foster good working relationships</p> <p>Ability to work under pressure</p> <p>Regard for others and respect for individual rights of autonomy and confidentiality</p> <p>Ability to be self-reflective, whilst working with service users, in own personal and professional development</p> <p>Ability to work flexibly in a service that operates over 7 days including evenings</p>	<p>Worked in a service where agreed targets are in place</p>

Technical effectiveness	Essential	Desirable
	<p>Evidence of working with people in a Health and Social Care setting</p> <p>Experience of co-ordination and event management</p> <p>Demonstrates high standards in written communication</p> <p>Able to write clear reports and letters.</p> <p>Knowledge of local services within the area</p> <p>Experience of engaging partners and communities</p> <p>Ability to deliver Power Point presentations promoting the service to professionals and public groups as required</p> <p>Holds qualification appropriate to the sector e.g., NVQ4 or willingness to study towards same</p>	<p>Demonstrates a knowledge of the issues surrounding work and the impact it can have on mental health</p>
Acquired experience & qualifications	Essential	Desirable
	<p>Experience of working in or with community services</p>	<p>Experience and / or knowledge of an IAPT service</p> <p>Experience of working in mental health</p>
Other requirements	Essential	Desirable
	<p>Computer literate</p> <p>Car driver</p> <p>Flexibility to work evenings and weekends</p>	<p>Fluent in languages other than English</p>