**Hertfordshire Complex Needs Service**

**JOB DESCRIPTION – Team Leader**

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| **Job title** | Team Leader | |
| **Sector/Function** | Operations | |
| **Department** | Hertfordshire Complex Needs Service – Mental Health Business Unit | |
| **Reports to** | Operations Manager | |
| **Grade** | 4 | |
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| **Job purpose** | To work as a key member of the team in delivering the Hertfordshire Complex Needs Service. To lead and develop a team of staff within the service to deliver high quality person centred services as directed by the Operations Manager in line with Business Plan. To ensure Turning Point’s vision and values are embedded in the team. To ensure all statutory requirements of the service specification are met.  **Working in partnership with Hertfordshire Mind Network and Herts Young Homeless we provide community support to people recovering from mental health issues and additional complex needs, including substance misuse and learning disabilities.**  The service will offer a range of support to promote personal recovery and independence including:   * 1:1 outreach support from dedicated Keyworker/co-worker providing solution-focused support with practical issues including such as finances/housing/employment. * Crisis Planning – promoting self-management through individuals building an understanding of their own triggers/coping strategies. * Active Referrals/Signposting – working with individuals to identify resources/services to meet their needs and providing appropriate support to access these effectively. * Group-work – delivering courses that support self-management recovery, including: Mindfulness/Assertiveness/Keeping Well/Stress Management/Problem Solving/Crisis Management. * Peer Support – Strength-based approach concentrating on the inherent strengths of an individual to aid recovery and empowerment. * Extended dual diagnosis support * Whole family approach | |
| **Key accountabilities** | **To lead, manage and develop the team by:-**   * Encouraging a culture of continuous performance improvement at both an individual and service level * Building a cooperative and collaborative team that is flexible and adaptable to changing requirements * Assigning work to team members, monitoring and supervising the day-to-day delivery and quality standards of the work * Providing effective coaching to team members in the required technical and behavioural competencies * Participating in recruitment and selection of new employees as part of the interview panel * Undertaking return to work interviews after absence, liaising with the Operations Manager regarding areas of concern * Undertaking Induction of new employees and ensuring that they participate in the Core Training programme as appropriate * Working across the county as needed to ensure appropriate management cover at all times * Liaising with Hertfordshire County Council to share information and promote integration in relation to providing support to people with complex needs * Provide service coordination including arranging assessment meetings and ensuring that these take place in a timely manner. * Administrative support, including collating client/carer feedback and quality checks, collating data, reporting activity/outcomes | |
| **To ensure quality standards are maintained by:-**   * Monitoring team’s performance to ensure it meets expectations and agreed performance criteria, reporting variances to the Operations Manager * Supporting the Operations Manager to collate management information and data to measure effectiveness of service delivery * Ensuring all services are delivered in accordance with recognised standards: E.g. NICE Guidelines, National service framework, MHA, SOVA, and Department of Health etc. | |
| **To continuously review own performance and development needs to assist growth and development by:-**   * Participating in open two-way dialogue during Performance Management meetings agreeing own task and development objectives and reviewing these and overall performance against the competency framework. * Participating in training and development opportunities as agreed within the Performance Management process | |
| **To ensure a safe working environment for self and the team by:-**   * Ensuring a good standard of general housekeeping and infection control within the team’s environment * Ensuring all H&S concerns are appropriately reported and action taken in a timely manner * Ensuring vaccinations, eye sight tests, work place assessments are provided to staff as appropriate * Ensuring staff comply with partner H&S policies and procedures where appropriate * Following the formal reporting process for serious untoward incidents and accidents * Ensuring all risk assessments are completed when appropriate | |
| **To ensure compliance with internal and external standards and codes of conduct by-**   * Meeting all regulatory requirements * Complying with Turning Point’s Code of Conduct, policies and procedures | |
| **To provide effective operational supervision by:-**   * Provide line management support to the team of Senior Recovery Workers (2 FTE Housing Specialists and 1 FTE Debt and Finance Specialist). * Ensuring team works to Turning Point , Herts Mind Network and Herts Young Homeless and/or other external national standards (as relevant) * Ensuring service user involvement and a person centred approach are embedded within the day to day working of the team * Providing professional guidance and coaching on case management * Participating in regular audits (internal and external) and ensuring results are acted upon within the team. | |
| **To monitor the case work of team members ensuring it meets required quality standards and undertake own case work:-**   * Embedding a person centred and recovery orientated approach in all aspects of the roles and responsibilities. The Recovery approach includes empathy, warmth, acceptance, authenticity, compassion and humanity. * Carrying out service user assessments and admissions, develop and regularly review support plans, and be an advocate on behalf of service users * Ensuring all risk assessments, support plans and exit plans are completed as appropriate * Carrying out risk assessments e.g. for an activity or for a specific service user case, and provide contingency plans * Providing support and coaching to staff when they are supporting service users who have multiple and complex needs * Helping with service user goal planning as part of a multi-disciplinary team where appropriate * Being a member of the Rota e.g. on call, on shifts * Proactively recognising the indicators of deteriorating mental health and facilitate appropriate action, whilst liaising with relevant agencies * Ensuring that the team provide education and raise awareness to help service users manage factors that affect their mental wellbeing * Providing guidance on current legislation * Overseeing the effectiveness of appropriate care pathways for all service users * Overseeing and ensuring the development, delivery and review of service user-focused interventions * Ensuring that a collaborative approach is used, with effective communication links with external professional groups e.g. CATT, Emergency Duty Teams, CMHTS, etc and to work as an effective member of any multi-disciplinary team. * Ensuring record keeping is maintained to the required standards at all times and contributing to service monitoring requirements. * Providing transport to service users to facilitate access to the Crisis Hubs as needed. | |
| **To monitor team’s expenditure and contribute to the service maximising full cost recovery and meet its financial targets by:-**   * Monitoring team’s expenditure in line with budgeted expenditure. * Maintaining accurate financial records, e.g. petty cash, volunteer expenses | |
| **To assist in the development of the service by:**   * Liaising with Turning Point and Herts Mind Network in relation to all areas of service delivery and ensuring a consistent service delivery approach is embedded across the partnership. * Liaising with the Operations Manager and other Turning Point and Herts Mind Network representatives, service users, family and carers, local stakeholders and the commissioner to ensure that the service is reviewed and co-developed over the lifetime of the contract. * Representing the partnership at external meetings, and network locally to develop contacts, services and the partnerships profile * Working with the Operations Manager to enhance, develop and expand the service * Assisting in establishing formal communication/ support / education structures for statutory and voluntary sector providers throughout the local area. * Meeting agreed performance targets and outcomes * Ensuring that all joint working policies and procedures are adhered to within the Turning Point/ Herts Mind Network/ Herts Young Homeless partnership. | |
| **To deputise for the Operations Manager by:-**   * Attending meetings on behalf of the service * Being the first point of contact in the absence of the Operations Manager, and resolve the day-to-day issues or escalate as appropriate * Undertaking any other duties reasonably requested by the Operations Manager or senior management | |
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| **Dimensions** | Direct reports | * 1st line supervision of a small team (3+) |
| Total staff overseen | * Small team (9+) * Plus team of Peer Mentors and Volunteers |
| Internal contacts | * Team members (Operations Manager, Senior Recovery Worker, Dual Diagnosis Lead, Volunteer and Peer Mentor Coordinator, Peer Mentors, Volunteers) * Operations Manager/ Regional Operations Manager/ Regional Development Manager/Central departments |
| External contacts | * Key staff in Herts Mind Network, Herts Young Homeless and Turning Point * Service users * Carers (e.g. family members) * Commissioners * Agencies/partners * General public * Media enquiries * Local businesses/ community |
| Planning outlook | * Day to day service delivery * Staff rotas * Annual service business plans in liaison with Operations Manager |
| Problems solved | * Support to service users, carers * Liaison with other external teams to achieve positive outcomes for service users * Working alongside Operations Manager to resolve performance issues within the team * Working alongside the Operations Manager to ensure the service has adequate staff cover at all times |
| Financial authority | * Petty cash within the service, Volunteer expenses |

**PERSON SPECIFICATION**

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| **Job title** | **Team Leader** | |
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| **Personal effectiveness** | Essential | Desirable |
| * Experience of supervising a team * Understanding of the challenges experienced by people with mental health difficulties and associated complex needs * Ability to work in a recovery orientated, person centred, non-judgemental manner * Ability to provide calm, consistent support to those experiencing a mental health crisis * Experience of working towards achieving individual and team objectives * Good time management and able to work to deadlines * Confident and effective communicator * A good listener * Understanding of the importance of professional boundaries working with vulnerable people * Collaborative team working skills * Adaptable and able to work in a challenging and changeable environment * Proven track record in managing incidents of verbal and physical aggression |  |
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| **Technical effectiveness** | Essential | Desirable |
| * In depth knowledge and understanding of the complex and multiple needs faced by the service user group * Numeracy, literacy and IT skills * Committed problem solver |  |
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| **Acquired experience & qualifications** | Essential | Desirable |
| * A demonstrable belief in a values-led approach to working with service users with a Mental Health issue. * Holds qualification appropriate to the sector e.g. NVQ 3 or willingness to study towards same * Working knowledge of Safeguarding Of Vulnerable Adults framework, the ability to follow procedure and development of a culture of safe practice |  |
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| **Other requirements** | Essential | Desirable |
| * Ability to work unsocial hours * A driving licence and access to own vehicle (mileage is covered) |  |