

Organisational Fit	
<b>ROLE TITLE:</b> Team Leader	<b>REPORTS TO:</b> Operations Manager
<b>DEPARTMENT:</b> Service Performance	<b>GRADE:</b> 4 <b>PAY RANGE:</b> Standard
<p><b>ROLE PURPOSE:</b></p> <p>To delivery high quality service and lead the team and service in line with Mental Health strategy and Turning Point values. You are expected to assist the Operations Manager and together lead, develop, and coordinate the team within your service to ensure the delivery of high quality, innovative and cost-effective service.</p> <p>Providing person-cantered values, in recovery journey of the individuals we support, leading and developing of staff and providing high quality service.</p> <p>The work involved in the role provides a foundation for you to develop personally and professionally, working with Operations Manager, central services, and multi-disciplinary professionals.</p> <p>You will lead a team of Recovery Support Workers and a Project Workers to ensure that the service provides the duty of care to service users on a day-to-day basis. You and the team will promote independence, wellbeing, among service users to aid them reach their goals.</p> <ul style="list-style-type: none"> <li>• Leading the team to ensure robust service plans are developed and agreed with the Operations Manager reflecting Mental Health Business Unit's strategic and contractual requirements.</li> <li>• Contribute to the effective planning of excellent person-centred support delivery and interventions that meets the needs of clients/ residents in accordance with support models, policy, and procedure.</li> <li>• Leading and monitoring the team and implementing continues improvement strategies improving performance and delivery in the service.</li> <li>• Leading by example within Turning Point values and are demonstrated by all staff in the service.</li> <li>• Collaborating with internal and external stakeholders to meet contractual obligation and to maintain high quality service delivery.</li> <li>• Complying with health and safety standards within the Turning Point policies and procedures.</li> <li>• Leading and managing service delivery to high quality outcomes within budget.</li> <li>• Accountability of the team performance and escalating to the Operations Manager where appropriate.</li> <li>• Leading and monitoring of the service budget and adhering to all financial Turning Point policies and procedures.</li> <li>• Managing and leading Turning Points quality management processes by adhering to internal policies and procedures.</li> <li>• Monitoring performance and completing audit checks to improve practice.</li> <li>• Build and manage a rota accurately and ensure resource efficiency.</li> <li>• To cover on call for the cluster on a rota basis.</li> <li>• Required to work on a shift-based rota of up to 60% of weekly contractual hours including some weekends.</li> </ul>	

- Undertake any other duties within your capabilities that are relevant to the job and reasonably requested of you by your manager.
- Ensure the well-being of service users, employees, and Turning Points business interests are maintained in accordance with Business Continuity Plan, risk assessment as appropriate.

Key Competencies	Key Generic Activities / Decision Areas
<b>1. Quality</b>	To maintain a high level of quality in service provision by: <ul style="list-style-type: none"> <li>▪ Meeting quality expectations and agreed performance criteria.</li> <li>▪ Participating and utilising information and data collection systems as appropriate</li> <li>▪ Leading on the continuous improvement of the service</li> <li>▪ Work within local and organisational policies and procedures</li> <li>▪ Representation of Turning Point effectively within the realms the organisation as well as externally.</li> </ul>
<b>2. Self-Development</b>	To ensure compliance with internal and external standards and codes of conduct by: <ul style="list-style-type: none"> <li>▪ Meeting all regulatory requirements, local and organisational</li> <li>▪ Complying with Turning Point’s Code of Conduct, policies, and procedures</li> <li>▪ Work within the Professional standards for working with service users.</li> <li>▪ Delivery or objectives relating to the team’s priorities and workload.</li> <li>▪ To undertake any duties reasonably requested by the line manager/seniors.</li> <li>▪ Ensure staff supervisions are held in a timely and consistent manner</li> </ul>
<b>3. Health &amp; Safety &amp; Risk Management</b>	To ensure high standards of working are maintained by: <ul style="list-style-type: none"> <li>▪ Planning, preparing of workload, as well as risk assessing of potential issues/circumstances in the service.</li> <li>▪ Problem-solving skills utilised in a timely manner.</li> <li>▪ Respectfully using appropriate methods of verbal and written communication.</li> <li>▪ Boundaries to be upheld within the service, service users, staff, and external professionals.</li> <li>▪ Ability to collect, reflect and present relevant information based on knowledge, experience, and research.</li> </ul>
<b>4. Compliance</b>	To ensure compliance with internal and external standards and codes of conduct by- <ul style="list-style-type: none"> <li>▪ Meeting all regulatory requirements, local and organisational</li> <li>▪ Complying with Turning Point’s Code of Conduct, policies, and procedures</li> <li>▪ Work within the Professional standards for working with service users.</li> <li>▪ Delivery or objectives relating to the team’s priorities and workload.</li> <li>▪ To undertake any duties reasonably requested by the line manager/seniors.</li> <li>▪ Ensure staff supervisions are held in a timely and consistent manner</li> </ul>
<b>5. Effectiveness and Efficiency</b>	To ensure high standards of working are maintained by: <ul style="list-style-type: none"> <li>▪ Planning, preparing of workload, as well as risk assessing of potential issues/circumstances in the service.</li> <li>▪ Problem-solving skills utilised in a timely manner.</li> <li>▪ Respectfully using appropriate methods of verbal and written communication.</li> <li>▪ Boundaries to be upheld within the service, service users, staff, and external professionals.</li> <li>▪ Ability to collect, reflect and present relevant information based on knowledge, experience, and research.</li> </ul>

Key Service Performance Accountabilities	Key Service Performance Activities / Decision Areas
<b>6. Service Users</b>	<p>To proactively deliver a high quality/person centred service provision that meets the needs of the service users by: -</p> <ul style="list-style-type: none"> <li>▪ Leading the team in promoting peoples’ rights and responsibilities and ensuring.</li> <li>▪ Working in a collaborative an effective member of the team</li> <li>▪ Providing advice and information to Service Users and others where appropriate</li> <li>▪ Delivering agreed support packages to quality standards</li> <li>▪ Liaising with external professional groups e.g., GPs, Social Services, etc. and maintaining these links in the community</li> <li>▪ In residential services, ensure services users take their prescribed medication on time assisting them where necessary.</li> <li>▪ Ensuring record keeping is always maintained to the required standard and contributing to service monitoring requirements.</li> <li>▪ Updating and maintaining full risk assessments and risk management is delivered effectively.</li> <li>▪ Making sure that work is undertaken in line with Health &amp; Safety requirements.</li> <li>▪ Assisting the facilitation of effective care pathways</li> <li>▪ Supporting individuals to achieve goals and objectives in line with their care/support plan.</li> <li>▪ Supporting individuals and groups to access community-based services and facilities.</li> <li>▪ Spending time with clients, getting to know their likes and dislikes to facilitate their recovery journey.</li> </ul>
<b>7. Service Support</b>	<p>To assist in the implementation, development, and delivery of the service by: -.</p> <ul style="list-style-type: none"> <li>▪ Leading in the induction of staff /service users when required.</li> <li>▪ Delivering all tasks on time and to agreed quality standards.</li> <li>▪ Participating in service user reviews with supervisor</li> <li>▪ Responding positively to change and understands how to be adaptable to situations that may arise.</li> <li>▪ Managing an effective staff team</li> </ul>
<b>8. Service Development</b>	<p>To work collaboratively to develop the service by:</p> <ul style="list-style-type: none"> <li>▪ Ensuring the service and the wider organisation of Turning Point is always represented in a professional manner.</li> <li>▪ Proactively contributing to continuously improving the service by making positive suggestions, providing constructive feedback, and assisting in the implementation of agreed new ways of working.</li> <li>▪ Ensuring day to day delivery of service provision embeds and extends Turning Point’s person-centred approach.</li> <li>▪ Contributes to organisational and local improvement whilst bringing about improvements, feedback, and suggestions within the systems in place in creative and innovative ways.</li> </ul>

Mental Health Specific Key Accountabilities	Mental Health Specific Key Activities
<b>9. Empathy &amp; Support</b>	<ul style="list-style-type: none"> <li>▪ Recognising the indicators of deteriorating mental health, discussing and agreeing the appropriate interventions to be proposed</li> <li>▪ Working with service users to promote recovery and a more independent lifestyle.</li> <li>▪ Encouraging service users to recognise, understand and manage factors that affect their mental wellbeing.</li> <li>▪ Having good judgement skills and is confident in decision making whilst taking accountability.</li> <li>▪ Having a thoughtful approach to diversity and equal opportunities for all in the workplace.</li> <li>▪ Encouraging a healthy environment for staff to work in, recognising and understanding the needs of staff as well as their own well-being</li> </ul>
<b>10. Sector Quality Standards</b>	<p>To ensure all services are delivered in accordance with recognised standards by: -</p> <ul style="list-style-type: none"> <li>▪ Ensuring all services are delivered within CQC or Health Care Commission guidelines as appropriate.</li> <li>▪ Meeting Turning Point standards.</li> </ul>

<b>Role Dimensions</b>	
<p><i>Financial (limits/mandates etc.)</i></p> <ul style="list-style-type: none"> <li>▪ Responsible for handling petty cash for service</li> </ul>	<p><i>Non-financial (customers/staff etc)</i></p> <ul style="list-style-type: none"> <li>▪ Line management responsibilities of support and project workers</li> </ul>

<b>Main Contacts (external and internal)</b>		
<i>Contact group.</i> ▪ Service Users	<i>Frequency</i> ▪ Daily	<i>Purpose</i> ▪ Provide support and guidance. Ensure service delivery effectiveness and user involvement/consultation.
▪ Operations Manager/Supervisor	▪ Daily	▪ Guidance, support, advice, and provision of information
▪ Team Members	▪ Daily	▪ To deliver service and provide reciprocal support/guidance as required.
▪ Carers/Friends/Family members	▪ As required.	▪ Provide support and guidance. Service user reviews, finances, and health
▪ Regulatory bodies	▪ As required.	▪ Service monitoring review
▪ Local community members	▪ As required	▪ Community issues
<b>Person Specification (Essential only)</b>		
<p>Technical / Professional Skills, Expertise and Qualifications</p> <ul style="list-style-type: none"> <li>• Relevant to the job qualification</li> <li>• Leadership skills – ability to inspire and motivate others building a cohesive team.</li> <li>• Collaborative leadership and management style in normal circumstances.</li> <li>• Capable of self-awareness and able to consider and modify own behaviours if appropriate for the benefit of service users and the service.</li> <li>• Management experience. Experience in supervisions, appraisals, and audits.</li> <li>• Experience in managing budgets.</li> <li>• Good numeracy skills and experience of setting and managing budgets.</li> <li>• Good verbal and written communication skills.</li> <li>• Computer literate.</li> <li>• Change management ability.</li> <li>• Ability to take decisions, applying logic and thinking things through.</li> <li>• Ability to work within deadlines set.</li> <li>• Service improvement and development skills.</li> <li>• Proven professional record within a related service user group including hands-on experience.</li> <li>• Knowledge of appropriate quality standards and regulatory requirements in health and social care.</li> <li>• Awareness of associated issues faced by service users with a mental health problem and/or dual diagnosis.</li> <li>• Understanding of how service users can improve their personal circumstances and the role of the service in assisting this.</li> <li>• Displays a person-centred approach and has a proven track record in service user involvement.</li> <li>• Able to deliver a range of services in a person-centred non-judgemental manner.</li> <li>• Proven track record in managing incidents of verbal and violent aggression.</li> </ul> <p>• Willingness to travel/work from other Turning Point locations in the interests of collaborative working, networking, and service delivery.</p> <p>Desirable</p> <ul style="list-style-type: none"> <li>• Relevant experience in management positions within the Health and Social Care sector.</li> <li>• Awareness of current legislation and policy that impacts and influences service delivery, such as the Mental Health Act.</li> </ul>		

