JOB DESCRIPTION

Job title	Team Leader
Sector/Function	Mental Health
Department	
Reports to	Service Manager
Grade	4

Job purpose	Managing day-to-day service delivery, and supporting the Service Manager with strategic goals and service development plans. This is a front line management role, with responsibility for the day to day management of service contracts, Service User/Client support, staff and building maintenance.

1. People management

To lead, manage and develop the team by:-

- Building a cooperative and collaborative team that is flexible and adaptable to changing requirements
- Assigning work to team members, monitoring, reviewing and supervising the day-to-day standards of the work
- Openly and honestly participating in regular supervision meetings (OPR), agreeing objectives, identifying specific actions and development needs, reflecting on performance
- Providing effective coaching and mentoring to team members
- Agreeing and implementing plans for reaching and maintaining performance standards where appropriate including capability assessments and disciplinary investigations
- Actively monitoring and managing attendance and absence, undertaking return to work interviews and implementing absence management procedures as necessary
- Resolving any grievance issues informally where possible and /or hear Stage 1 formal process.
- Participating in recruitment and selection of new employees as part of the interview panel
- Undertaking Induction of new employees and ensuring that they participate in the Mandatory Training programme as appropriate
- Undertaking probationary assessments taking appropriate actions in a timely manner.
- Taking responsibility for own self development

2. Quality

To ensure quality standards are maintained by:-

- Monitoring team's performance to ensure it meets expectations and agreed performance criteria
- Reporting variances to expected team performance to the Service Manager
- Monitoring contract performance where required to do so by the Service Manager
- Participating and utilising management information and data collection systems as appropriate (CIM, Outcomes, IQuAT, H&S, etc)

4. Health, Safety & Risk Management

To ensure Health and Safety standards are maintained and risk is mitigated to the lowest level possible by:-

- Ensuring a good standard of general housekeeping and cleaning within the team's environment
- Ensuring all H&S concerns are appropriately reported and action taken in a timely manner
- Ensuring that task-based and, where appropriate, clinical risk assessments and reviews are undertaken, and that identified risks are managed and mitigated where possible

- Ensuring full compliance with all Health and Safety requirements within the team
- Participating in regular reviews of the business continuity plan where appropriate
- Ensuring staff take personal responsibility for their own and others safety e.g. vaccinations, eye sight tests, work place assessments
- Ensuring staff comply with partner H&S policies and procedures where appropriate
- Following the formal reporting process for serious untoward incidents and accidents through Datix and Risk & Assurance.

5. Compliance

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

6. Miscellaneous
- Undertake any other duties reasonably requested by the line manager

7. Service specific operational supervision

To provide effective operational supervision by:-
- Ensuring team works to Turning Point and/or other external national standards (as relevant), so that the correct standards are maintained
- Ensuring service user involvement and a person centred recovery 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 ensure results are acted upon within the team.
- Monitoring KPIs, SLAs, contracts and outcomes identifying variances against targets and reporting same to Service Manager

8. Service user case work

To monitor the case work of team members ensuring it meets required quality standards and undertake own case work, depending on the project requirements by:-
- Monitoring the case work of team members ensuring it meets required quality standards and undertaking own case work, depending on the project requirements
- Carrywiling out service user assessments and admissions, develop and regularly review care plans, and be an advocate on behalf of service users
- Carrying out risk assessments e.g. for an activity or for a specific service user case, and provide contingency plans
- Overseeing the assessment, move in and induction of new service users to the service
- Ensuring risk assessments are completed satisfactorily by Project Workers and Support Workers
- In the case of a difficult or complex service user, or as a part of formal supervision, providing support and coaching to Project Workers and Support Workers, e.g. helping to make the difficult service user decisions, or be the escalation channel if the situation requires it
- 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, doing hands on work where required by the service
- 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 and how this translates into practice
- Overseeing the effectiveness of appropriate care pathways for all service users

- Overseeing and ensure the development, delivery and review of service user-focused interventions
- providing additional support for service users during their induction period at the service, completing all necessary paperwork to 'sign up' the resident and informing them of their rights and responsibilities while living at the service
- Undertaking any other duties required regarding providing advice on benefits, collection of rent, etc., from service users residing at the service

9. Financial Control

To monitor team's expenditure and throughout to contribute to the service maximising full cost recovery and meet its financial targets by:-

- Monitoring team's expenditure and throughout to contribute to the service maximising full cost recovery and meet its financial targets.
- Maintaining accurate financial records, e.g. petty cash, credit card spend
- Collating data/information and write regular reports/returns
- Contributing to the preparation of budget figures based on income figures and submit for approval where required

10. Service development

To assist in the development of the service by:

- In liaison with Service Manager, representing Turning Point at external meetings, and network locally to develop contacts, services and Turning Point's profile
- Working with the Service Manager to enhance, develop and expand the service
- Putting forward new ideas on service development to the Service Manager
- Feeding back to the Service Manager service-relevant information or intelligence

11. Deputising for the Service Manager

To deputise for the Service Manager by:-

- Attending meetings on behalf of the Service Manager
- Being the first point of contact in the absence of the Service Manager, and resolve the day-to-day issues or escalate to the Regional Operations Manager
- Carrying out specific tasks delegated by the Service Manager

13. Sector Quality Standards

To ensure all services are delivered in accordance with recognised standards by: -

- Ensuring all services are delivered within CQC and Health Care Commission standards as appropriate
- Ensuring that the service meets standards as set out by IQUAT.

15. Property Management

To ensure the property is effectively and cost efficiently managed by:-

- Managing the re-letting of rooms in line with Turning Point's voids policy including liaising with referral agencies and taking appropriate action to ensure that the property is brought back to use within agreed targets. Where necessary organise the cleaning of rooms before the room is let
- To ensuring appropriate property maintenance is undertaken in accordance with service tenancy agreement and as approved by the Service Manager

Role Dimensions	
Financial (limits/mandates etc.) ▪ Responsible for petty cash	*Non-financial (customers/staff etc)* ▪ 2-14 team members, depending on the service size ▪ Case load dependent on the service

To ensure all duties, activities and practice are delivered in accordance with recognised standards and legislation
(ie   CQC / Care Act / MHA / NICE / MCA / DOLs / SOVA / CHP)

Financial (limits/mandates etc.)	*Non-financial (customers/staff etc)*
▪ Responsible for managing and handling petty cash (typically £50-£100 to £300-£500) ▪ Manages service user monies in line with local and organisational policies and procedures	▪ Provide co / key-working services for (typically) 1-17 service users ▪ Provide more general support for any other service users. ▪ 1st line supervision of junior staff ▪ Case load dependent upon service

Main Contacts (external and internal)		
Contact group	*Frequency*	*Purpose*
▪ Service Users	▪ Daily	▪ Provide support and guidance. Ensure service delivery effectiveness and user involvement/consultation
▪ Service Manager	▪ Daily	▪ Guidance, support, advice and provision of information
▪ Team Members	▪ Daily	▪ To deliver service and provide reciprocal support/guidance and management as required
▪ Carers/Friends/Family members	▪ As required	▪ Provide support and guidance. Service user reviews, finances and health
▪ Partner agencies in local area	▪ As required	▪ Communications, service delivery and health and social support to service users
	▪ As required	▪ Service monitoring and review
▪ Regulatory bodies	▪ As required	▪ Corporate issues, national guidance, ensuring continuity of high quality service.
▪ Locality manager and TP Central Support services	▪ As required	▪ Community issues
▪ Local community members ▪ Advocacy /Service User forums	▪ As required	▪ Discuss ethical issues regarding service users