

JOB DESCRIPTION

Job title	Team Manager – Sexual health
Sector/Function	Public Health
Department	Three borough sexual health service (SASH)
Reports to	Operations Manager
Grade	4

Tri borough sexual health service SASH	In partnership with NAZ, London Friend, Marie Stopes and METRO, Turning Point will be delivering a new model of sexual health support throughout the three London boroughs of Hammersmith and Fulham, Kensington and Chelsea and Westminster. Turning Point is the lead partner for the contract and the staffing structure, and composition reflects a mixed leadership model which is governed by a Partnership Board.
Job purpose	To lead and develop the team to deliver high quality person centred services as directed by the Operations Manager in line with Business Plan. To work as a key member of the team in delivering the Service and ensure Turning Point's vision and values are embedded in the team. To lead the liaison and development of work in the local community to promote referrals and joint working. To ensure all statutory requirements of the service specification are met.
Key accountabilities People management	To lead, manage and develop the team by:- <ul style="list-style-type: none"> ▪ Take on a specific lead role as instructed by operations manager ▪ 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, monitor and supervise the day-to-day delivery and quality standards of the work ▪ Openly and honestly participating in regular performance management (OPR on going performance review) meetings agreeing objectives, identifying specific actions and development needs, reflecting on performance, providing constructive feedback and assessing against the competency framework ▪ Ensuring team members have the time to prepare for OPR meeting during working hours ▪ Providing effective coaching to team members in the required technical and behavioural competencies ▪ Agreeing and implementing plans for reaching and maintaining performance standards where appropriate including capability assessments and disciplinary investigations ▪ Actively monitoring 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 ensure they participate in the Core Training programme as appropriate ▪ Undertaking probationary assessments and taking appropriate actions in a timely manner.

	<ul style="list-style-type: none"> ▪ Taking responsibility for own self development
Quality	<p>To ensure quality standards are maintained by:-</p> <ul style="list-style-type: none"> ▪ Monitoring team's performance to ensure it meets expectations and agreed performance criteria ▪ Reporting variances to expected team performance to the Line Manager ▪ Monitoring contract performance where required to do so by the Line Manager <p>Participating and utilising management information and data collection systems as appropriate</p>
Own Development	<p>To continuously review own performance and development needs to assist growth and development by:-</p> <ul style="list-style-type: none"> ▪ 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
Health Safety and Risk Management	<p>To ensure Health and Safety standards are maintained and risk is mitigated to the lowest level possible by:-</p> <ul style="list-style-type: none"> ▪ Ensuring a good standard of general housekeeping within the team's environment ▪ Ensuring all Health and Safety 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
	<p>Observe your employers information management strategy by:-</p> <ul style="list-style-type: none"> • Ensuring all data and information relating to own clients is accurate and shared in the appropriate way with key stakeholders. • Inputting outcomes data and other information into corporate systems in accordance with stated policies and procedures.
Compliance	<p>To ensure compliance with internal and external standards and codes of conduct by-</p> <ul style="list-style-type: none"> ▪ Meeting all regulatory requirements ▪ Complying with Turning Point's Code of Conduct, policies and procedures
Miscellaneous	To undertake any other duties reasonably requested by the Service Manager
Service Performance Specific Key Accountabilities Operational Supervision	<p>To provide effective operational supervision by:-</p> <ul style="list-style-type: none"> ▪ Ensuring team works to Turning Point and/or other external national standards (as relevant), so that the correct standards and quality of care are maintained ▪ 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 ensure results are acted upon within the team. ▪ Monitoring KPIs, SLAs, contracts and outcomes identifying variances against targets and reporting same to Service Manager

Service user case work	<p>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:-</p> <ul style="list-style-type: none"> ▪ Carrying out service user assessments and admissions, developing and regularly review care plans, and being an advocate on behalf of service users ▪ Carrying out risk assessments e.g. for an activity or for a specific service user case, and providing contingency plans ▪ Overseeing the assessment, risk assessment and care planning of new service users to the service ▪ Ensuring risk assessments are completed satisfactorily by all team members ▪ In the case of a difficult or complex service user, or as a part of formal supervision, providing support and coaching to team members including volunteers and peer mentors e.g. helping to make the difficult service user decisions, or be the escalation channel if the situation requires it ▪ Assisting with service user goal planning as part of a multi-disciplinary team where appropriate ▪ Participating in a team rota to ensure continued service delivery to service users including weekends and evenings (as part of a rota) and doing hands on work where required
Financial Control	<p>To monitor team's expenditure and throughput to contribute to the service maximising full cost recovery and meet its financial targets by:-</p> <ul style="list-style-type: none"> ▪ Maintaining accurate financial records, e.g. petty cash, credit card spend ▪ Collating data/information and write regular reports/returns <p>Contributing to the preparation of budget figures based on income figures and submit for approval where required</p>
Service Development	<p>To assist in the development of the service by:</p> <ul style="list-style-type: none"> ▪ Liaising with the Service Manager, representing Turning Point at external meetings and networks locally to develop contacts, services and Turning Point's profile ▪ Working with the management team to enhance, develop and expand the service ▪ Putting forward new ideas on service development to the Service Manager ▪ Providing feedback to the Service Manager service-relevant information or intelligence
Deputising for the service manager	<p>To deputise for the Service Manager by:-</p> <ul style="list-style-type: none"> ▪ 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 Locality Manager ▪ Carrying out specific tasks delegated by the Service Manager
Sexual Health Specific Duties	<p>To ensure the team support Service Users to improve their health and wellbeing and turn their lives around by adopting a person centred approach which results in:-</p> <ul style="list-style-type: none"> ▪ Recognising indicators of risk taking behaviour in sexual health providing harm reduction and health promotion advice and overseeing appropriate referrals where necessary ▪ Ensuring the consistency of evidence based advice, support and information ▪ Displaying a knowledge and understanding of theoretical models and evidence based practice underpinning sexual health and ensure consistent application within interventions deployed ▪ Implementing and overseeing the effectiveness of appropriate care pathways for all service users ▪ Providing guidance on current legislation (e.g. Models of Care) and translate this into practice
Sector Quality Standards	<p>To ensure all services are delivered in accordance with recognised standards by:-</p> <ul style="list-style-type: none"> ▪ Ensuring all services are delivered within NICE guidelines and national

	standards as appropriate
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Role Dimensions Main Contacts	Direct reports	<ul style="list-style-type: none"> 2-14 team members, depending on the service size
	Financial	<ul style="list-style-type: none"> Responsible for petty cash
	Internal contacts	<ul style="list-style-type: none"> Team members including direct reports, wider team, volunteers and peer mentors Operations Manager Innovation and Partnership Manager Peer Mentor and Volunteer Manager Service users
	External contacts	<ul style="list-style-type: none"> Carers (e.g. family members) Agencies/partners Central Departments General public Media enquiries Local businesses/community
	Planning outlook	<ul style="list-style-type: none"> Supporting the development and roll-out of a three borough sexual health survey Establish best practice engagement approached with other three borough services
	Problems solved	<ul style="list-style-type: none"> Reaching community groups who may not ordinarily engage with sexual health services through effective partnership working and marketing support
	Financial authority	<ul style="list-style-type: none"> Manage own expenses and deliver role with an understanding of financial constraints

PERSON SPECIFICATION

Job title	Team Manager	
Personal effectiveness	Essential	Desirable
	<ul style="list-style-type: none"> Proven track record in relevant area In depth knowledge of relevant theory and practice Experience of supervising a team <ul style="list-style-type: none"> Experience of working towards achieving individual and team objectives Numeracy, literacy and IT skills Effective oral and written communication skills, and ability to adapt communication to suit the audience, e.g. service users, commissioners or staff 	<ul style="list-style-type: none"> Ability to speak one or more community languages commonly used by local people Understanding and commitment to raising awareness of the things that make individuals healthy and unhealthy

	<ul style="list-style-type: none"> ▪ Good time management and able to work to deadlines ▪ A participative leadership and management style in normal circumstances 	
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Technical effectiveness	Essential	Desirable
	<ul style="list-style-type: none"> ▪ Effective management of incidents 	<ul style="list-style-type: none"> ▪ Track record of effective community engagement

Acquired experience & qualifications	Essential	Desirable
	<p><i>Technical / Professional Skills, Expertise and Qualifications</i></p> <ul style="list-style-type: none"> ▪ Holds ILM level 3 or above in leadership or management or willing to study towards the same ▪ Holds qualification appropriate to the sector or willingness to study towards same ▪ In depth knowledge and understanding of the complex and multiple needs faced by the service user group ▪ In depth knowledge and understanding of relevant legislation and policies ▪ A demonstrable belief in a values-led approach to working with service users to improve access to sexual health services ▪ Knowledge and experience of developing, implementing and reviewing interventions to improve health and wellbeing interventions, i.e. motivational interviewing ▪ A sound working knowledge of relevant current legislation and the ability to translate this into daily practice 	<ul style="list-style-type: none"> ▪ Knowledge of the three borough area and communities within ▪ Knowledge of the impact of inequalities and barriers to health improvement

Other requirements	Essential	Desirable
	<ul style="list-style-type: none"> ▪ Desire to be an active member of the health, social care and public health sector ▪ Ability and willingness to travel to sites as required. ▪ A willingness and ability to work flexibly including some weekend work as may be required. ▪ Able to maintain professional boundaries 	

