

JOB DESCRIPTION

Job title	Team Leader
Department	Mental Health, Beacon Lodge
Reports to	Service Manager
Grade	4
Job purpose	To assist in delivering TP's Mental Health strategy within services which reflects our person-centred values and the high levels of ambition we have both for the recovery of the individuals for whom we provide support and the development of our own staff. This is done by assisting the Service Manager in leading, developing and coordinating the team within your services to ensure the delivery of high quality, innovative and cost-effective care.
Key accountabilities	<p>Contribute to the effective planning of excellent person-centred care and support plans throughout the service that meet the needs of guests in accordance with the recovery agenda, by;-</p> <ul style="list-style-type: none"> • Staying aware of trends and best practice in Mental Health, in order to identify opportunities for recommending improving performance and delivery within service.. • Collaborating with other stakeholders to ensure Commissioner expectations, best practice and learning is captured, shared and used to inform service planning. • Working with own team to ensure robust service plans are developed and agreed with the Service Manager reflecting MH's strategic and business plans and contractual requirements. • Ensuring strength-based recovery plans are developed in the service that;Are comprehensive, person-centred, individualised and based on clear assessments of clients' needs and circumstances. • Reflect the structure and aims of MH's Models of Psychosocial Interventions. • Reflect the involvement of individuals and their family/advocates, are supported by accurate, person-centred and individualised risk assessments. <p>Help to ensure the delivery of excellent person-centred interventions with individuals for whom we provide support within the hub by;-</p> <p>Ensuring the service 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.</p> <ul style="list-style-type: none"> ○ Ensuring TP's quality management processes are used effectively by the service and that an infrastructure of independent, objective and reliable checks and controls is in place and is used to inform changes to practice. ○ Ensuring the service provides care that: reflects documented recovery plans and ongoing case reviews, supervisions and clinical reviews. ○ Reflects the rights, preferences and choices of individuals in an environment that is safe, healthy, maintains their dignity and well

	<p>being and is free from abuse or neglect, observing agreed safeguarding practices.</p> <ul style="list-style-type: none"> ○ Reflects the review and, where required, updating of comprehensive assessment and risk assessments.
	<p>Help MH to achieve its long-term goals by being aware of the MH Strategy.</p>
	<p>Contribute to MH's growth and business development plans by assisting in the management of and, where necessary, transformation of the service and wider service in conjunction with your Service Manager, the Growth team and other stakeholders so that the contract is renewed in accordance with MH's strategy and business plans.</p>
	<p>Contribute to Turning Point's information management strategy by;</p> <ul style="list-style-type: none"> ○ Working with your Service Manager to ensure MH-related materials, intelligence and best practice are captured, communicated and shared within the hub for the benefit of learning within the business unit. ○ Ensuring all data and information relating to the services clients is accurate and shared in the appropriate way with key stakeholders. ○ Ensuring the inputting outcomes data and other information into corporate systems in the hub in accordance with stated policies and procedures.
	<ul style="list-style-type: none"> ○ Assist your Service Manager in ensuring that governance processes are implemented and used in accordance with stated policies, procedures and regulations so that the hub and wider service achieves its compliance obligations.
	<ul style="list-style-type: none"> ○ Assist your Service Manager in ensuring the effective flow of information within own the service and with external parties, representing corporate messages constructively and observing TP's internal communication policies and procedures.
	<ul style="list-style-type: none"> ○ Ensure the well-being of service users, employees and TP 's business interests by contributing to maintenance of and acting upon a service Risk Register and Business Continuity Plan, escalating wider risks to your Service Manager as appropriate.
	<p>Help to ensure the service delivers high levels of performance through its people in a way that realises their potential, by;-</p> <ul style="list-style-type: none"> ○ Effective people planning, recruitment, induction, coaching, development, leadership, motivation and performance management of your direct reports. ○ Ensuring appropriate other staff within the service provide effective people leadership, management and development in accordance with TP's People Strategy and policies, capitalising on the range of development opportunities provided by Turning Point in accordance with Skill Profiles. ○ Assisting the management and development of clinical staff so that their professional development and performance meet regulatory requirements and best practice principles within the delivery of contractual
	<p>Ensure the service and wider service optimises its performance and long term</p>

Direct reports	- 12 (Peer Support Worker, Recovery Workers & Transition Navigator)
Total staff overseen	Up to 12
Internal contact	Central support specialists — collaborative working, support & guidance. Service Manager, Area Operations Manager, P&D team — for mutual support, information exchange and sharing of good practice. Staff at all levels in the service. Growth team on re-tenders and new bids.
External contacts	Regulatory bodies — service monitoring and review. Partners agencies — service delivery and health and social support to service users. Commissioners — as requested by the Operations/Service Manager in contract reviews, information exchange new business/service add on opportunities. Advocacy services/service user feedback (forums) — discuss ethical issues regarding service users.
Planning Horizon	Be aware of TP's 5-year Business Strategy and Business Unit 3-year strategy/ 1 year business plan. Contributes to annual service plans and overseeing the daily/weekly planning of work relating to the hub's caseload.
Problem solving	Ensuring effective staffing and quality delivery within the service where there could be resource conflicts and shortages. Policy implementation and monitoring in accordance with guidelines clarified in discussion with MH. Ensuring a culture is developed within the service in which all staff work collaboratively for the benefit of service users, helping to maintain service finances at a time of increasing financial pressures and eroding margins. Ensuring decisions made personally and by those by hub staff balance operational/technical and business considerations.

PERSON SPECIFICATION

Job title		Team Leader
Personal effectiveness	Essential	Desirable
	<ul style="list-style-type: none"> ○ Commitment to customer service ○ Effective communication - inspiring and motivating others, listening effectively, handling challenging situations and communicating confidently with direct reports, colleagues, senior managers, commissioners and medical professionals. ○ Delivering positive outcomes - coordinating plans for the service to shape and deliver outcomes, monitoring progress and addressing emerging concerns, modelling personal accountability. ○ Building relationships (building rapport and productive working relationships quickly with a range of internal and external stakeholders with potentially conflicting needs, embodying and promoting person-centred approaches to empowering others). ○ Showing personal leadership (demonstrating confidence and decision making, using professional judgment to make decisions on behalf of the service in collaboration with the Ops/Service Manager). 	<p>Innovation & change (capacity and willingness to promote new ways of doing things for the benefit of clients and the business, initiating and managing change).</p> <p>Tenacity (ability to operate an environment characterised by frequent change and challenging interpersonal situations, ability to respond purposefully to setbacks). Collaborating with others (working flexibly, supporting and challenging Others to create plans that meet client and business needs).</p>

Technical effectiveness	Essential	Desirable
	<ul style="list-style-type: none">○ Mental Health appreciation knowledge.○ Required to be on call for more than one service at a time for a period of 1-2 weeks per month.○ Required to be on shift 80% of the time.○ Required to maintain flexibility with the rota.○ Offer informal resolution to staffing issues/conflicts.	<ul style="list-style-type: none">○ Practical mental health deterioration reduction, assessment and care/recovery planning skills.○ Client risk management and safeguarding knowledge

