



JOB DESCRIPTION Team Leader/Registered Manager Stanfield House

Job Title	Team Leader and Registered Manager
Department	Substance misuse
Reports to	Operations Manager
Grade	4
Direct reports	3

Job purpose	To lead and develop the team to deliver high quality person centred services as directed by the Operations Manager in line with the Service Plan. To work as a key member of the team in delivering the service. To ensure Turning Point's vision and values are embedded in the team. 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"> <li>▪ Encouraging a culture of continuous performance improvement at both an individual and service level</li> <li>▪ Building a cooperative and collaborative team that is flexible and adaptable to changing requirements</li> <li>▪ Assigning work to team members, monitor and supervise the day-to-day delivery and quality standards of the work</li> <li>▪ Openly and honestly participating in regular performance management (OPR) meetings agreeing objectives, identifying specific actions and development needs, reflecting on performance, providing constructive feedback.</li> <li>▪ Providing effective coaching to team members</li> <li>▪ Agreeing and implementing plans for reaching and maintaining performance standards where appropriate including capability assessments and disciplinary investigations</li> <li>▪ Actively monitoring attendance and absence undertaking return to work interviews and implementing absence management procedures as necessary</li> <li>▪ Resolving any grievance issues informally where possible and/or hear Stage 1 formal process.</li> <li>▪ Participating in recruitment and selection of new employees as part of the interview panel</li> <li>▪ Undertaking Induction of new employees and ensure they participate in the Core Training programme as appropriate</li> <li>▪ Undertaking probationary assessments taking appropriate actions in a timely manner.</li> <li>▪ Taking responsibility for own self development</li> </ul>
Quality	To ensure quality standards are maintained by:- <ul style="list-style-type: none"> <li>▪ Monitoring team's performance to ensure it meets expectations and agreed performance criteria</li> <li>▪ Reporting variances to expected team performance to the Operations Manager</li> <li>▪ Monitoring contract performance where required to do so by the Operations</li> </ul>



<p>Health and Safety and Risk Assessment</p>	<p>Manager</p> <ul style="list-style-type: none"> <li>▪ Participating and utilising management information and data collection systems as appropriate.</li> </ul> <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"> <li>▪ Ensuring a good standard of general housekeeping within the team’s environment</li> <li>▪ Ensuring all Health and Safety concerns are appropriately reported and action taken in a timely manner</li> <li>▪ Ensuring that task-based and, where appropriate, clinical risk assessments and reviews are undertaken, and that identified risks are managed and mitigated where possible</li> <li>▪ Ensuring full compliance with all Health and Safety requirements within the team</li> <li>▪ Participating in regular reviews of the business continuity plan where appropriate</li> <li>▪ Ensuring staff take personal responsibility for their own and others safety e.g. vaccinations, eye sight tests, work place assessments</li> <li>▪ Ensuring staff comply with partner H&amp;S policies and procedures where appropriate</li> <li>▪ Following the formal reporting process for serious untoward incidents and accidents</li> <li>▪ To ensure that Clinical Governance issues are reviewed within service operations and across operational areas in order to identify key learning, need and risks that need to be escalated and disseminated across the business units operations.</li> </ul>
<p>Compliance</p>	<p>To ensure compliance with internal and external standards and codes of conduct by-</p> <ul style="list-style-type: none"> <li>▪ Meeting all regulatory requirements</li> <li>▪ Participating in regular audits (internal and external) and ensure results are acted upon within the team.</li> <li>▪ CQC compliance</li> <li>▪ Complying with Turning Point’s Code of Conduct, policies and procedures</li> </ul>
<p>Service User Case Work</p>	<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"> <li>▪ Carrying out service user assessments and admissions, developing and regularly review care plans, and being an advocate on behalf of service users</li> <li>▪ Carrying out risk assessments e.g. for an activity or for a specific service user case, and providing contingency plans</li> <li>▪ Overseeing the assessment, move in and induction of new service users to the service</li> <li>▪ Ensuring risk assessments are completed satisfactorily by Project Workers</li> <li>▪ In the case of a difficult or complex service user, or as a part of formal supervision, providing support and coaching to Project Workers e.g. helping</li> </ul>



<p>Financial</p> <p>Service Development</p> <p>Knowledge and empathy</p>	<p>to make the difficult service user decisions, or be the escalation channel if the situation requires it</p> <ul style="list-style-type: none"> <li>▪ Helping with service user goal planning as part of a multi-disciplinary team where appropriate</li> <li>▪ Being a member of the rota, e.g. on call, on shifts, doing hands on work where required by the service</li> </ul> <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"> <li>▪ Maintaining accurate financial records, e.g. petty cash, credit card spend</li> <li>▪ Collating data/information and write regular reports/returns</li> <li>▪ Contributing to the preparation of budget figures based on income figures and submit for approval where required</li> </ul> <p>To assist in the development of the service by:</p> <ul style="list-style-type: none"> <li>▪ In liaison with Operations Manager, representing Turning Point at external meetings, and network to develop contacts, services and Turning Point's Tier 4 profile</li> <li>▪ Working with the Operations Manager and Tier 4 team to enhance, develop and expand the service</li> <li>▪ Putting forward new ideas on service development to the Operations Manager</li> </ul> <p>To ensure the team support Service Users with substance misuse issues in their recovery by promoting abstinence and adopting a person centred approach which results in:-</p> <ul style="list-style-type: none"> <li>▪ Recognising indicators of substance misuse, providing harm reduction and health promotion advice and overseeing appropriate referrals where necessary</li> <li>▪ Ensuring the consistency of evidence based advice, support and information</li> <li>▪ Displaying a knowledge and understanding of theoretical models underpinning substance misuse and ensure consistent application within interventions deployed</li> <li>▪ Implementing and overseeing the effectiveness of appropriate care pathways for all service users</li> <li>▪ Providing guidance on current legislation</li> </ul>
<p>Internal contacts</p>	<p>Operations manager, Senior Operations Manager , central support departments, Tier 4 management team, peer mentor co-ordinator, volunteers and volunteer counsellors, peer mentors.</p>
<p>External contacts</p>	<p>Carers, families, friends, partner agencies, regulatory bodies and Advocacy/Service user forums.</p>

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