

Team Leader (Mental Health)



Lead and support a team of Recovery Workers and Peer Support Workers within a designated mental health service, ensuring the delivery of safe, effective, recovery-focused and person-centred support. Hold accountability for the day-to-day operation of the service, ensuring high standards of quality, governance, performance and colleague experience. Work closely with the Service Manager to deliver contractual requirements, drive continuous improvement and achieve positive outcomes for the people we support.

What I am Accountable for Delivering As A Leader

People

- Provide visible, values-led leadership to Recovery Workers and Peer Support Workers, creating a positive, inclusive and high-performing team culture.
- Ensure colleagues understand their responsibilities, performance expectations and contribution to service outcomes.
- Deliver regular supervision, coaching, performance conversations and development support to colleagues.
- Support effective recruitment, induction and onboarding processes.
- Foster a culture of wellbeing, inclusion and psychological safety where colleagues feel valued and supported.
- Identify learning and development needs, supporting colleagues to build confidence, competence and career aspirations.
- Manage attendance, performance, conduct and employee relations matters in line with organisational policies and procedures.
- Lead by example, promoting Turning Point's values and recovery-focused approach in all aspects of service delivery.

Quality, Governance & Risk

- Maintain oversight of the quality and safety of service delivery, ensuring support is person-centred, recovery-focused and outcome-driven.
- Ensure colleagues work in accordance with policies, procedures, professional standards and contractual requirements.
- Monitor safeguarding concerns, incidents, complaints and compliments, ensuring appropriate actions are taken and learning is embedded within the team.
- Complete audits, quality checks and assurance activities, taking prompt action to address any areas for improvement.
- Ensure accurate and timely risk assessments, support plans and case records are maintained.
- Promote a culture of continuous improvement and shared learning across the service.
- Support regulatory inspections, commissioner visits and internal assurance processes as required.
- Maintain oversight of health and safety, lone working, medication management (where applicable), business continuity and local risk management arrangements.

Finance & Accountability

- Support the Service Manager in ensuring the service operates within agreed budgets and resource allocations.
- Monitor staffing levels, rota management, overtime and agency usage to ensure effective and efficient deployment of resources.
- Identify opportunities to improve productivity and reduce unnecessary expenditure while maintaining quality and safety.
- Ensure colleagues understand the importance of financial responsibility and efficient use of resources.
- Support accurate recording and management of service-related financial processes in line with organisational requirements.

Growth & Contract Management

- Ensure the service consistently delivers against contractual requirements, quality standards and agreed performance measures.
- Monitor referrals, caseloads, waiting lists, occupancy and service activity, escalating issues where appropriate.
- Support the Service Manager in implementing service developments, improvement initiatives and mobilisation activities.
- Build positive working relationships with local stakeholders, partners and referrers.
- Promote the service positively within the local community and support opportunities to enhance service reputation and reach.
- Contribute to service reviews, contract monitoring and improvement plans.
- Support individuals to achieve recovery outcomes, independence and improved wellbeing through high-quality service delivery.
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Data, Digital & Technology

- Ensure service data is accurate, complete and recorded within required timescales.
- Use performance information, audits and outcome data to monitor service effectiveness and identify improvement opportunities.
- Support colleagues to utilise digital systems confidently and effectively.
- Promote the use of technology and digital tools that improve efficiency, communication and outcomes.
- Ensure compliance with information governance, confidentiality and data protection requirements.
- Provide accurate reports, updates and assurance information to the Service Manager as required.

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How I Operate as a Leader

We believe that everyone has the potential to grow, learn and make choices

- I know and understand the capacity and capability of my team
- I plan effectively for future people requirements to ensure success
- I identify the need for growth in my colleagues and create opportunities for development
- I champion development, talent and career management for all colleagues
- I devote dedicated time to supporting and empowering through coaching to develop my team

We all communicate in an authentic and confident way that blends support and challenge

- I allow people to feel comfortable when challenging decisions, plans and ideas
- I create an inclusive environment allowing people to input into discussions and share their views and beliefs openly
- I provide constructive and balanced feedback to people I work with
- I make and support decisions and confidently communicate this to my teams
- I vary my approach to support and challenge where appropriate
- I confidently and appropriately challenge my colleagues, peers and team when necessary

We are here to embrace change even when it is complex and uncomfortable

- I am an advocate for change and respond to internal / external environments accordingly
- I help to create a greater understanding and awareness of the change process with my colleagues and team
- I remain engaged with change even when it is uncomfortable
- I create effective; person centred plans to manage change
- I recognise when my team may feel uncomfortable with change and provide support when it is needed

We treat each other and those we support as individuals however difficult and challenging

- I take the time to ask people how they are, listen and offer support or direct them to support when needed
- I understand and respect what is important to the people I work with
- I am person centred in my approach with colleagues and clients
- I support fair treatment and opportunities for all and respect others knowledge and/or experience

We deliver better outcomes by encouraging ideas and new thinking

- I take personal responsibility for speaking up and helping to shape the organisation on what and how we deliver in order to succeed
- I proactively share and encourage ideas through regular input and discussion with my team, peers and manager
- I listen to our colleagues and clients to deliver better outcome
- I create the space for people to be able to share ideas and new thinking, making sure I feedback

We commit to building a strong and financially viable Turning Point together

- I work with my peers to empower my team to take responsibility to manage their resources
- I confidently talk about business decisions and engage others in the
- I focus on maintaining financial viability and balancing this with individuals outcomes
- I know and understand the commercial, financial and other business drivers of our organisation

WHAT I NEED:

Essential:

- Experience of working within mental health, health or social care services.
- Experience of supervising, coaching or leading colleagues within a service environment.
- Knowledge of recovery-focused, trauma-informed and person-centred approaches.
- Understanding of safeguarding, risk management, quality assurance and governance processes.
- Ability to manage competing priorities and make sound operational decisions.
- Experience of using performance information and data to monitor service delivery.
- Strong communication, organisational and relationship-building skills.
- Ability to lead by example and positively influence team performance.
- Ability to lead through change and create high-performing, engaged teams.

Desirable:

- Experience managing Recovery Workers, Peer Support Workers or similar frontline roles.
- Experience of contract delivery, service improvement or quality assurance activities.
- Relevant leadership, management, health or social care qualification.
- Understanding of NHS, local authority or commissioned mental health services.

Skills \ Knowledge