# JOB DESCRIPTION

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| **Job title** | Team Leader |
| **Department** | Operations |
| **Reports to** | Service Manager |
| **Grade** | 4 |

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| **Job purpose** | To asssi t in deliv ering TP's Mental Health strategy within services which reflects our person centered values and the high levels of ambition we have both for the recovery of th e individuals for whom we providesupport 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** | Contribute to the effective planning of excellent person-centred care and  .s.upport plans throughout the service that meet the needs of clients in accordance with the recovery agenda, by;-  Staying aware of tren dsand best practice in Mental Health, in orde r to identify opportunities for recommending improvingperformance and delivery in own hub.  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 -basedrecovery plans are developed in the service that;-  0 Are comprehensive,person-centred, individualised and based on clear assessments of clients' needs and circumstances.  0 Reflect the structure and aims of MH's Models of Psychosocial Int erventions.  0 Reflect the involvement of individuals and their family/ advocates.  0 Are supported by accurate, person-centred and individualisedrisk assessments. |
| Help to ensure th e delivery of excellent person-centred interventions with  •individualsfor whom we provide support within the hub by;-  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.  Ensuring TP's quality management processes are used effectively by the hub and that an infr astr ucture of independent,objective and reliable checks and controls is in place and is used to inform changes to practice.  **!,j..** Ensuring the service provides care that;-  0 Reflects documented recovery plans and ongoing case reviews, supervisions and clinical reviews.  0 Reflects the rights, preferences and choices of individuals in an environment that is safe, healthy, maintains their dignity and well- |

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|  | being and is free from abuse or neglect, observing agreed safeguarding practices.  o Reflects the review and, where required, updating of  comprehensive assessment and risk assessments. |
| Help SM to achieve its long term goals by being aware of the MH Strategy. |
| Contribute to SM'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  SM's strategy and business plans. |
| Contribute to Turning Point's information management strategy by;-  +. 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. |
| 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. |
| 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 int ernal communication policies and procedures. |
| 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. |
| Help to ensure the service delivers high levels of performance through its people  in a way that realises their potential, by;-  +. 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 |
| Ensure the service and wider service optimises its performance and long term |

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|  | sustainabilit y by contributing to plans for the management of IT solutions and other physical resources, and helping to ensure that properties are legally  compliant and fit for purpose both for employees and clients. |
| •Project the desired image of Turning Point by;-  Understanding and promoting TP' s values and their application to  Mental Health.  Being a role model of the values through own example while supporting your Service Manager in ensuring they are demonstrated by all staff in the service. |
| Undertake any other duties within your capabilities that are relevant to the job  and reasonably requested of you by your manager. |

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| **Dimensions** | Direct reports | 6 - **8** (PW2s, Recovery Workers & Recovery Workers. Also line manage nurses, counsellors etc when applicable) |
| Total staff overseen | 6 to 8 |
| Internal contacts | 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 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/1year business plan. Cont ribute s to annual service plans and overseeing the daily/weekly planning of work relating to the  hub's caseload. |
| Problems solved | Ensuring effective staffing and quality delivery within the hub where there could be resource conflicts and shortages.  Policy implementation and monitoring in accordance with guidelines clarified in discussion with OMor Deputy OM.  Ensuring a culture is developed within the hub in which non-clinical,clinical and medical 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 Manager

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| **Personal effectiveness** | Essential | Desirable |
| Commitment to customer service (promoting in the hub an empathy with clients and the need to work collaboratively with them to  understand and help to meet their  .. needs).  Effective communication  (inspiring and motivating others, listening effectively, handling challenging situations and communicating confidently with direct reports, colleagues, senior  managers, commissioners and  ,. medical profe ssionals).  Delivering positive outcomes (co-  ordinating plans for the hub 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 approa chesto empowering others).  Showing personal leadership (demonstrating confidence and decision making, using  professional judgment to make decisions on behalfof the hub in collaboration with the Ops  Manager). | Innovation & change (capacity and willingnessto promote new ways of doing things for the benefit of clients and the  .. business, initiating and managing change).  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). |

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| **Technical effectiveness** | Essential | Desirable |
| Mental Health appreciation  .. (drug and alcohol awareness). Knowledge/understanding of  Mental health/ harm reduction/recovery service  delivery models. | Practical mental health deterioartion  .. reduction, assessment and care/ recovery planning skills.  Client risk management and safeguarding knowledge and |

**i** People management skills across the whole employee lifecycle.

**i...** Skills in the operational planning and control of the delivery of client solutions in a substance

misuse harm reduction/recovery environment.

Advanced substance misuse recovery skills such as PSls, motivational interviewing etc.

* Know ledgeof local care pathways

pertinent to the provision of substance misuse services. Appreciation of financial issues shaping the management of the service/hub.

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| **Acquired experience** &  **qualifications** | .E.ssential | .D.esirable |
| Experience of planning, providing and supervising the delivery of client solutions in a misuse harm reduction/recovery  environment.  Experience of formal staff management at all stages of  employee lifecycle. | Experience of contributing to budget development and control. |

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| **Other requirements** | Essential | Desirable |
| .. Willingness to work flexibly to  irregular hours in order to manage  the delivery of required care solutions to clients. | ... Willingness to travel to other TP  locations in the interests of  collaborative working, networking and service delivery. |