

OUTLINE JOB DESCRIPTION

Job Title: Team Leader - Warwickshire Services

Accountable to: Services Manager

Place of work: Warwickshire

Salary: £12.06 per hour

Hours & Length of contract: Fixed term: 25 hours a week until 31st May 2021, following this it will be 15 hours a week until 31st March 2022 with possibility of additional hours/extension

JOB SUMMARY

To oversee the effective, outcome focussed day to day delivery of the Active Monitoring, Breathing Space and Get Set to Go services for Springfield Mind, ensuring that the services are meeting the requirements of the contract. The role will be expected to promote and encourage a culture that works towards empowerment, recovery, also values equality and diversity and is proactively targeted to achieve levels of independence appropriate for each Service User.

PRINCIPLE DUTIES AND RESPONSIBILITIES

Management

1. To be responsible for the line management of Practitioners and Service Coordinators, providing regular recorded supervision and annual appraisals.
2. To be responsible for ensuring all service staff and volunteers have completed induction and gain valuable support and supervision.
3. To ensure that all service staff and volunteers have continual professional development opportunities through training, workshops, shadowing etc.
4. To facilitate 'reflective practice' at a minimum monthly for all service staff.
5. To support the facilitation of regular service/development meetings and to attend appropriate meetings as required.
6. To ensure that day to day issues are addressed (including problem solving where required) and systems are maintained for effective delivery of services.
7. To be responsible for ensuring all monitoring for the service is completed and in line with the service level agreements.
8. To ensure that the quality of service is of the highest possible standard of delivery.
9. To ensure that the service delivers the appropriate level of cover as required by the funders/stakeholders.
10. To ensure the service promotes and values Equality and Diversity.
11. To manage crisis situations under the guidance of the Services Manager and in consultation with the staff team, in line with the procedures of Springfield Mind.
12. To assist in the management of staff disciplinary and capability issues in line with Springfield Mind procedures.
13. To communicate with the Services Manager regarding all aspects of service provision

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14. To ensure that services comply with relevant legislation and funding stream requirements e.g. Health & Safety, Risk Assessments, Lone working and to assist the Services Manager in ensuring that targets to meet requirements are set and achieved within services.
15. To manage the usage of materials and ordering of new materials as required with approval from the Services Manager.

Liaison

1. To support the promotion and development of service user involvement throughout services and work with the Services Manager to develop and utilise the EBE programme
2. To actively challenge stigma and discrimination and to raise awareness of mental health issues amongst professionals, carers and people using the services.
3. To take part in relevant forums to ensure improved outcomes for mental health service users when required.
4. To provide effective marketing and promotion of the services

Development

1. To support the future development of the services in partnership with the Deputy CEO
2. To maintain up to date knowledge in relation to mental health and service provision development/modernisation.
3. Under the guidance of the Services Manager be involved in the development of policies and procedures within designated areas of work, including disseminating information, training and briefing staff.
4. To assist with the induction of new employees and volunteers within the service.
5. To inform and support the Services Manager and Training Lead of the training requirements for staff

Evaluation and Monitoring

1. To assist under the direction of the Services Manager in the implementation of quality monitoring and evaluation systems.
2. To work in partnership with the Services Manager to provide regular reports and monitoring information as required by the Deputy CEO, funders and stakeholders
3. To ensure all staff maintain records in a legible and accurate manner, according to service objectives using the appropriate documentation/ systems relevant to the service and in accordance with Springfield Mind's policies and procedures
4. To ensure that information is accurate, relevant and up to date for service users
5. To ensure the confidentiality of information is protected in accordance with current legislation including the Data Protection Act
6. To guide the service staff and volunteers to seek and record service users' feedback and encourage them to complete an evaluation to understand if service users' needs and outcomes are being met

General

1. To participate in training as appropriate and to attend regular personal supervision sessions.
2. To undertake these duties in a framework that recognises the diversity of service users and encourages equality of opportunity for all.

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3. To contribute fully to the corporate aims and objectives and work within Springfield Mind's values, policies and procedure.
4. To undertake any other duties as delegated, which are deemed appropriate within the grade and responsibilities of the post and following consultation with the post holder
5. To promote all of Springfield Mind's services in the wider community
6. To promote public health campaigns, such as Making Every Contact Count and Five Ways to Wellbeing

To undertake any other duties or projects relevant to the nature of the position. This job description is not exhaustive and serves only to highlight the main requirements of the post holder. The line manager may stipulate other reasonable requirements. The job description will be reviewed regularly and is subject to change

PERSON SPECIFICATION

Springfield Mind is committed to employing staff that have the necessary skills and experience to undertake the duties required of each role. In addition, Springfield Mind is committed to developing and supporting staff, enabling each individual to carry out the responsibilities of their post to the best of their ability. Staff are encouraged to take part in a comprehensive training package. The organisation would expect the following from staff

Wellbeing Worker

A = APPLICATION, I = INTERVIEW P = PRESENTATION

Essential	A/I/P*	Desirable	A/I/P*
Educated to NVQ level 2 or equivalent level of knowledge and experience in mental health	A		
Evidence of continuing professional development	A		
Knowledge and Experience		Experience of supporting delivery to people with additional needs (e.g. learning difficulties, Dual diagnosis)	A/I
Proven track record of line managing staff (min 2 years)	A	Experience of supporting delivery to children and young people	A/I
Experience of supporting in the delivery of mental health support services	A/I	A working knowledge of relevant legislation including health and safety and the Mental Capacity Act	A/I
Experience of monitoring and evaluation	A/I	Experience on project management	A/I
Experience of working with a wide range of agencies	A/I		

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Up to date knowledge of mental health and key issues linked to wellbeing	A/I	Up to knowledge of local services	A/I
Skills and Abilities			
Excellent leadership and management skills	A/I	Working knowledge and competence of using CRM databases	A/I
Have excellent communication skills both verbally and written	A/I	Car driver and full licence holder	A
Excellent interpersonal skills and the ability to work proactively with a diverse range of people	A/I		
A clear understanding of confidentiality when dealing with matters relating to staff and service users	A/I		
Demonstrate self-awareness, an understanding of impact on others and an ability to manage self and maintain professional conduct in difficult and challenging situations	A		
Ability to carry out the physical requirements of the post, with any reasonable adjustment being made under the DDA	A/I		
Ability to deal with the public in a polite and effective manner	A/I		
Ability to manage and prioritise own workload	A/I		
Ability to problem solve	A/I		

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Working knowledge of the internet and Microsoft office	A/I		
Personal Attributes			
Customer/ service user focus	A/I		
Self- motivated and resourceful	A/I		
Able to maintain strong and appropriate boundaries	A/I		
Empathetic	I		
Enthusiastic and innovative approach	A/I		
Flexible approach to work including evenings and weekends	A		
A commitment to promoting equality and diversity in the workplace	A		

CODE OF CONDUCT

This job description is intended as a basic guide to the scope and responsibilities of the post and is not exhaustive. It will be subject to regular review and amendment as necessary in consultation with the post holder.

In addition to undertaking the duties as outlined above, the post-holder will be expected to fully adhere to the following:

Personal Development

- To actively participate in an annual performance review (appraisal) and the development and implementation of a personal development plan.
- To take responsibility for own professional development ensuring professional standards are maintained and statutory and mandatory training is in date.
- To attend any training as requested.

Code of Conduct

- To adhere to the Professional Code of Conduct relating to your profession (if applicable).
- To support the organisation in developing an effective work/life balance for employees that meets the needs of the organisation.
- To ensure that the health and wellbeing of service users is at the centre of all activities and that all staff engage and communicate with service users as appropriate.
- To always promote quality and safety of service users, visitors and staff, thus enabling Springfield Mind to meet its regulation requirements (Care Quality Commission Registration - Regulations and Outcomes) that relate most directly to service users and also strive for continuous quality improvement.

Equal Opportunities/Diversity

- To observe Springfield Mind's Equal Opportunities Policy providing equality of treatment and opportunity to employee's, service users and service providers irrespective of sex, sexuality, age, marital status, ethnic origin or disability.

Health & Safety

- To take responsibility for the health & safety of themselves and other persons who may be affected by their omissions or actions at work.
- To promote Springfield Minds' Health and Safety policy and ensure matters are managed in accordance with it.
- To co-operate with Springfield Mind to ensure that statutory and departmental regulations are adhered to.
- Report accidents, incidents and near misses, implementing corrective action where necessary.

Infection Control – Where appropriate to Job role

- To comply with Springfield Minds' policies for infection control and hand hygiene such as hand hygiene, decontamination policy, uniform and workwear code and standard precautions policy to reduce the spread of healthcare-associated infections (HCAIs).
- Employees with clinical responsibilities must incorporate into their clinical activities up-to-date evidence that supports safe infection control practices and procedures, such as the use of aseptic techniques and the safe disposal of sharps.

Confidentiality and Data Security

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- To comply fully with the duties and responsibilities outlined in Springfield Minds' Information Governance Policy.
- To comply with the Data Protection Act 1998 and any code of practice on Confidentiality and Data Protection, as accepted by Springfield Mind.
- To ensure that all information collected, stored and used is done so in compliance with the above Act and any relevant Springfield Mind Policy.
- To preserve the confidentiality of any information regarding service users, staff records in your area (in connection with their employment) and Springfield Minds' business. This obligation shall continue in perpetuity.
- To raise any matters of concern with your Manager.

Safeguarding

- To recognise that promoting the welfare and safeguarding vulnerable adults is everyone's business and access training and supervision as appropriate to the role.
- To support the organisation in ensuring service users are protected from abuse, or the risk of abuse and their human rights are respected and upheld.
- To ensure concerns are responded to appropriately in line with Springfield Minds' Safeguarding Policy.
- To comply with recruitment and other checks as requested by the organisation including undertaking an Enhanced Disclosure via the Criminal Records Bureau.

Other

- To be aware of and work in line with all Springfield Mind policies and procedures.
- To carry out any other tasks as reasonably directed.