Live Well Leeds Team Leader

Job Description and Person Specification

**Job Title - Service**

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| **Hours** | Full Time (37 hours per week) |
| **Salary Scale** | NJC Scale SO2 points 26 to 28 |
| **Salary** | £30,451 - £32,234 per annum |
| **Contract** | Permanent |
| **Location** | Touchstone Support Centre53-55 Harehills Ave, Harehills, Leeds LS8 4EX |
| **Annual Leave** | 28 days a year plus 8 Statutory holidays, rising to 31 days after 3 years |
| **Pension** | 3% employer contribution, 5% employee contribution, enhanced by salary exchange |
| **Probationary Period** | 6 months |
| **Reporting to** | Touchstone Service Manager and Leeds Mind Operations Manager |
| **DBS Check Level** | Enhanced |

## Introduction

The Live Well Leeds Service provides flexible and practical support to people (aged 18+) within the Leeds Metropolitan District. The service has been commissioned by Leeds City Council Adult Social Care and commenced in April 2019 for 5 years. The contract is delivered by a Strategic Partnership (comprising Touchstone as the lead, Community Links and Leeds Mind) and a Delivery Network (comprising 16 different voluntary sector partners).

The service is easy for a diverse range of people to access and navigate and support everyone to improve and maintain their mental health.

We offer a seven-day service, including evenings and weekends. This may mean working days or times could change (with notice) according to community /individual wishes.

The service offers a range of services and activities including:

* 1-2-1 case management
* Drop in
* Group work
* Information and signposting
* Gender specific activities
* Culture specific activities
* Befriending
* User lead activities
* Peer support

## Purpose of the role

To understand and convey the vision of the service

To lead and line-manage a team of Mental Health Support Coordinators (employed by different organisations) so that they deliver high quality mental health support.

To work closely with the Service Manager, Befriending/Volunteering Coordinators and Delivery Networks Partnerships Manager to ensure that the project delivers on its agreed model and targets.

To ensure that Mental Health Support Coordinators adopt a ‘trusted assessor’ approach and provide an accessible gateway into the service.

To co-develop and deliver a case allocation system across the Strategic Partnership and Delivery Network and implement it successfully.

To regularly collate data and other evidence to contribute to the ongoing improvement and development of the service.

## Main Tasks and Responsibilities

* To apply excellent people and performance- management practice with staff, including those employed by partner organisations. Provide vision, direction, support and development opportunities to all team members in order that they deliver relevant and appropriate support to each service user.
* To attend and fully contribute to meetings, forums and provide reports aligned to both organisational and Community Based Mental Health Service needs.
* To ensure that service users can take meaningful leadership roles within the service, through working with colleagues and service users to co-produce a wide range of opportunities.
* In the absence of the Service Manager, to oversee/deputise key tasks.
* To be a fully proactive member of the CBMHS Strategic Partnership Management Team working closely with Strategic Partners and Delivery Network partners to ensure people accessing the service experience high quality service delivery and get the right support.
* To prepare for and attend commissioner and contract management meetings with LCC Adult Social Care, alongside the Service Manager.
* To ensure that the team access training & development to ensure that they deliver on service objectives, within agreed timescales.
* To lead on the delivery of regular Practice Group meetings across the Strategic Partnership and Delivery Network to ensure a collaborative approach to learning and development.
* To ensure the team assesses and manages risk in accordance with policy and procedures taking regard of therapeutic risk taking principles.
* To maintain expenditure and petty cash systems in accordance with allocated budget, under the guidance of policies and procedures.
* To have oversight and management of service budgets and ensure expenditure adheres to organisational and commissioner governance.
* To develop and implement a rota for daily open access drop ins called Welcome Cafes, and ensure that they are an accessible and safe gateway/ means of referring into the service
* To develop and oversee a programme of group work, facilitated by Mental Health Support Coordinators and volunteers/peers, and ensure that information is available, updated and accessible to all staff and partners.
* Ensure that following assessment, people are allocated to Mental Health Support Coordinators or Delivery Network partners in line with agreed objectives and timescales of the partnership.
* To maintain a rota system that is appropriate to the Service requirements in such a way as to maximise human resources as well as being mindful of a balance of work and home life for staff.
* To support the Service Manager to develop and maintain purposeful, proactive, positive and effective teamwork.
* To ensure that client records, monitoring and other information systems are completed accurately and within agreed timescales.
* To report risk to the Strategic Partnership and respond in line with service Risk Register and organisational procedures.
* To ensure that the team contribute to service user involvement, peer support and volunteering provisions.
* To ensure systems are established, and maintained to enable the partnership to adhere GDPR, effective Risk Management & Safeguarding and Health and Safety best practice.
* Demonstrate a commitment to equality and diversity and accessibility needs and ensure the service is tailored to the needs of diverse people with mental health needs.
* To strategically promote and lead on the Community Based Mental Health Service agenda in strategic, contract and partnership forums, supported by the Service Manager.

## Organisation

* Participate in 1:1s, performance and development, including Leeds Mind compulsory training programme
* Attend and participate in service/team meetings
* Work within the framework of Leeds Mind’s policies and procedures
* Promote the values, behaviours and ethos of Leeds Mind
* Respond and report on safeguarding concerns in line with the Leeds Mind safeguarding policy and procedure
* Undertake any other reasonable duties as and when required

# Person Specification

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|  | **Essential** | **Desirable** |
| **Knowledge/**  **Qualifications** |  | * A Mental health related qualification or equivalent experience * Leadership[/Management qualification level 3 or above |
| **Skills/Ability** | * Excellent organisational, time management and administration skills * Able to use a wide range of IT skills effectively * Excellent and effective communication, written and verbal at all levels * Confidence and an ability to work on own initiative * To reflect, evaluate and have a positive attitude to work and change and take responsibility for managing own wellbeing * Positive attitude towards learning and continuous improvement of a service * To mediate and negotiate well both internally and externally * To balance empathy, compassion and approachability with being boundaried. * To lead and manage diverse team members to ensure high quality service delivery. |  |
| **Experience** | * People management and team development theories and practice * Knowledge of mental health and wellbeing services in Leeds * Knowledge of local and national legislation relating to mental health, social inclusion and Equality. * Understanding of a range of mental health needs * Evidence of safeguarding practice and procedure compliance * Commitment to organisational aims and values * Commitment to respecting diversity and anti-discriminatory/anti-oppressive practices * Commitment to personal responsibility and promoting this with other people. * Commitment to personal development, learning and reflective practice. * Open to change in line with the needs of the service/organisation, and ability to work flexibly * A commitment to working collaboratively with everyone, regardless of their professional status * Willingness to be managed and supervised. * Recognises the need for and can demonstrate the ability to keep confidences (within the policy of the organisation). * Resilient and motivated in a challenging and fast paced work environment. |  |
| **Behavioural** | * Motivated, confident and resilient. * Open to change and able to work flexibly in line with the needs of the service/organisation. * Commitment to working in partnership with service users, management, and staff. * Understanding of the challenges faced by people experiencing mental health difficulties. * Demonstrate a commitment to equality and diversity in the workplace. * Commitment to safeguarding clients and others you may come into contact with as part of your role. | * Lived experience of mental health difficulties. |