

**JOB DESCRIPTION**  
**(To be read in conjunction with Person Specification)**

**Team Leader - Intermediate Hostel**

<b>POST:</b>	Team Leader
<b>SALARY:</b>	NJC point 21 – 23
<b>ACCOUNTABLE TO:</b>	Services Manager - Intermediate Hostels
<b>RESPONSIBLE FOR</b>	Mental Health Support Workers (MHSW)
<b>ORGANISATIONAL EXPECTATIONS:</b>	
<p>Community Links aims to provide a high-quality service adhering to principles of best practice, promoting equal opportunities and working positively with diversity. All posts have two main functions: to carry out the duties as outlined and be proactive in continuously improving service delivery.</p> <p>It expects all its employees to carry out their duties in line with Community Links values in a professional manner with a client focus ensuring that respect and courtesy is shown to them, colleagues, other service providers and all those in contact with the organisation.</p>	
<b>OUTLINE OF POST:</b>	
<p>To be responsible for the day-to-day management of the intermediate hostel; its staff, residents and finances. Of principal importance is the delivery of a flexible, appropriate and responsive service to residents whose mental ill health is associated with enduring/challenging behaviour.</p> <p>Essential to this will be maintaining effective links with Leeds Partnership Foundation Trust, Leeds, Community Mental Health Teams, Adult Social Care, Personality Disorder Network, Accommodation Gateway and other health and housing agencies within the city.</p>	
<b>MAIN TASKS:</b>	
1.	Provide direct line management to the team ensure it is well recruited, managed (including management of performance issues), motivated, developed, supervised and appraised in order that it delivers relevant and appropriate support to clients.
2.	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 the team.

3.	To ensure the team assesses and manages risk in accordance with Community Links policy and procedures, taking regard of therapeutic risk-taking principles, all while providing MHSW's with supervision and guidance regarding the assessment of levels of risk and development of risk management plans.
4.	To provide reports and other documentation as required.
5.	To ensure that the accommodation and associated services are provided to a good standard and remain in a safe and sound condition.
6.	To ensure that client records and other information systems are completed accurately and within agreed timescales.
7.	To ensure that support undertaken is meaningful, respectful, promotes self-determination and is in line with the individual support plan.
8.	To adhere to organisational policies and procedures relating to risk and personal safety.
9.	To lead on the development and implementation of the service development plan, and review progress quarterly, setting individual and team targets
10.	To manage service performance against contractual and organisational targets
11.	To develop positive working relationships with other agencies in the best interests of Community Links, its staff and clients
12.	To maximise opportunities for service user involvement in the day to day management of the hostel
13.	To develop and maintain purposeful, proactive, positive and effective teamwork
14.	To ensure the team works in collaboration with the Accommodation Gateway team around referrals to the service
15.	To take responsibility for referrals and assessments minimising periods during which places are vacant.
16.	To provide a robust induction and complete probationary period assessments for all new team members..
17.	To maintain appropriate professional boundaries at all times.
18.	To identify own training and development needs in conjunction with your line manager and participate in training opportunities as directed.
19.	To partake in Community Links Personal Development Review system.

21.	To maintain expenditure and petty cash systems in accordance with allocated budget
22.	To ensure the service acknowledges and works flexibly with carers, whilst respecting the overall wishes of the client.
23.	To ensure the provision of an atmosphere and culture that is tolerant of resident needs, differences, difficulties and behaviour.
25.	To coordinate Clients planned move-on from the service, ensuring it is timely and as successful as possible; making full use of support available from other agencies, internal and external.
26.	To facilitate access to training and development for direct reports and oversee the evaluation of their performance in line with the Personal Development Review system.
	<b>Please note</b> this job description is intended to provide a guide to the general duties and responsibilities of the role the post holder is expected to adopt a flexible approach to the tasks. It should not be regarded as a contractual document. It will be reviewed regularly and may be varied at the discretion of Community Links.

## PERSON SPECIFICATION

### Team Leader - Intermediate Hostel

The person specification should be read in with the job description. It is used at the short listing and interview stage to decide how suitable each candidate is to take on the role. Community Links does not necessarily expect that each candidate will fulfil all the criteria listed in the Desirable column but any 'gaps' could form areas for development in the future.

Approach	Essential {insert ✓ where appropriate}	Desirable {insert ✓ where appropriate}	Identified by: A = application form I = interview E – exercise
Demonstrate a commitment and enthusiasm for working with our client group	✓		A, I
Demonstrate understanding and commitment to equal opportunities and diversity	✓		A, I, E
Demonstrate a commitment to enabling and empowering clients to become actively involved in Community Links	✓		A, I, E
Able to build and maintain relationships whilst maintaining appropriate professional boundaries	✓		A, I
Demonstrate a willingness to participate in shaping the future of the organisation by taking on responsibilities and projects in addition to core workload	✓		I
Knowledge & Skills	Essential	Desirable	
Good verbal, written and numeracy skills sufficient to be able to make accurate written records	✓		A,I
Good technical literacy of Microsoft Applications e.g. Word, Excel, and Access etc.	✓		A,I
Good interpersonal skills including listening and display empathy	✓		A, E
Creative, flexible and imaginative approach to working with people with mental health problems	✓		I, E
Effective and innovative leader with the ability to problem solve	✓		I, E
Assertive & comfortable in making tough or unpopular decisions	✓		I

A sound knowledge base regarding different approaches to mental health & personality disorder, & their effectiveness	✓		A, E, I
Knowledge of quality frame works e.g. CSE	✓		A, E, I
Have access to a car for work purposes and hold a full current UK driving licence	✓		A
Relevant professional or managerial qualification.		✓	A
Language skills e.g. Urdu, Polish, BSL, etc		✓	A
<b>Experience</b>	<b>Essential</b>	<b>Desirable</b>	
Experience of working with the CPA system and interagency working	✓		A, I
Good track record of supervising staff, students or volunteers	✓		A, E, I
Experience of effectively managing budgets	✓		A, E, I
Experience of working with Dual Diagnosis	✓		A, I
Experience of management/leadership issues	✓		A, E, I
Experience of mental health either as service user, carer, worker or volunteer	✓		A, I
Experience of working with client management systems ie, CMS, RIO, PARIS etc		✓	A