

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

**Live Well Leeds**

<b>POST:</b>	Team Leader
<b>SALARY:</b>	NJC Scale 23 - 25
<b>ACCOUNTABLE TO:</b>	Service Manager
<b>RESPONSIBLE FOR:</b>	Mental Health Support Coordinators

**ORGANISATIONAL EXPECTATIONS:**

Community Links aims to provide a high quality customer service adhering to the principles of best practice, promoting equal opportunities and working positively with diversity. Community Links is an ambitious, forward thinking organisation and you must be committed to developing and enhancing the services we provide.

The organisation expects all its employees to carry out their duties 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. You are expected to uphold the values and ethos of Community Links at all times.

The Community Based Mental Health Service will provide flexible and practical support to people (aged 18+) within the Leeds Metropolitan District. This brand new service has been commissioned by Leeds City Council Adult Social Care and will commencing in April 2019 for 5 years. The contract will be 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 new service will be easy for diverse people to access and navigate and support everyone to improve and maintain their mental health.

We will offer a seven-day service, including evenings and weekends.

The service will offer 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

The overall aims of the service are to:

- Work co- productively with the citizens of Leeds and partners
- Focus on outcomes and recovery, keeping people well, building resilience and giving people the skills and tools, they need to self-manage
- Be easy to access, understand and navigate, for all of the citizens/ communities of Leeds, particularly those with the poorest mental health and most at risk of escalating mental health problems.
- Deliver high quality support and interventions, gaining insight as mental health service providers to continuously improve what we do.
- Ensure that mental health and wellbeing is a top priority for Leeds, and that people understand the interplay between their mental health and physical health, and that services are better integrated
- Challenge stigma and discrimination.

#### **OUTLINE OF POST:**

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.

To support change management, taking the service from its mobilisation phase into launch and beyond into ongoing delivery.

#### **MAIN TASKS:**

1. 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.
2. To attend and fully contribute to meetings, forums and provide reports aligned to both organisational and Community Based Mental Health Service needs.
3. 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.
4. In the absence of the Service Manager, to oversee/deputise key tasks.

5. 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.
6. To prepare for and attend commissioner and contract management meetings with LCC Adult Social Care, alongside the Service Manager.
7. To ensure that the team access training & development to ensure that they deliver on service objectives, within agreed timescales.
8. 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.
9. To ensure the team assesses and manages risk in accordance with policy and procedures taking regard of therapeutic risk taking principles.
10. To maintain expenditure and petty cash systems in accordance with allocated budget, under the guidance of policies and procedures.
11. To have oversight and management of service budgets and ensure expenditure adheres to organisational and commissioner governance.
12. 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.
13. 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.
14. 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.
15. 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.
16. To support the Service Manager to develop and maintain purposeful, proactive, positive and effective teamwork.
17. To ensure that client records, monitoring and other information systems are completed accurately and within agreed timescales.
18. To report risk to the Strategic Partnership and respond in line with service Risk Register and organisational procedures.
19. To ensure that the team contribute to service user involvement, peer support and volunteering provisions.

20. To ensure systems are established, and maintained to enable the partnership to adhere GDPR, effective Risk Management & Safeguarding and Health and Safety best practice.
21. 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.
22. To strategically promote and lead on the Community Based Mental Health Service agenda in strategic, contract and partnership forums, supported by the Service Manager.
23. To undertake out of hours and weekend work in line with seven day service requirements.
24. To be inducted, supervised, performance monitored and appraised in line with performance management policies and procedures.
25. To be responsible for personal learning and development where appropriate and undertake training, both mandatory and optional, to increase knowledge, skills and awareness. Including participating in service-wide practice development groups.
26. To be responsible for promoting the work and services of the Community Based Mental Health Service and Leeds Mind/Community Links to the public, potential service users, referrers and funders.
27. To provide general information about Leeds Mind/Community Links and its work to all those who may be interested and to stakeholders.
28. To implement the Organisation's policies, procedures and practices and, to comply with the aims of Leeds Mind/Community Links at all times; to be committed to and implement Touchstone's Equal Opportunities Policy and to promote this with staff.
29. To be aware of and employ the general practices of Leeds Mind/Community Links Safeguarding and Health and Safety policies and ensure these are adhered to at all times
30. Participate in team meetings and other meetings as required.
31. To ensure information is dealt with in accordance with Leeds Mind/Community Links policies around Confidentiality, Communications, Internet, Email and Telecommunications and steps are taken to ensure that confidential information is secure e.g. service user data.

32. To address performance issues, complaints and service gaps in a proactive and solution focused way.

33. Represent Leeds Mind/Community Links in a knowledgeable and professional manner at all times.

34. To undertake any other duties as directed by your Line Manager that may reasonably fall within the scope of the post and objectives of the Community Based Mental Health Service

**Please note** this job description is intended to provide a guide to the general duties and responsibilities of the role, however 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 Live Well Leeds

The person specification should be read in conjunctions 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	Desirable	Identified by: A=application I=interview E=exercise
Commitment to organisational aims and values	✓		A, I
Commitment to respecting diversity and anti-discriminatory/anti-oppressive practices	✓		A, I
Commitment to personal responsibility and promoting this with other people.	✓		A, I
Commitment to personal development, learning and reflective practice.	✓		A, I
Open to change in line with the needs of the service/organisation, and ability to work flexibly	✓		A, I
A commitment to working collaboratively with everyone, regardless of their professional status	✓		A, I
Willingness to be managed and supervised.	✓		A, I
Recognises the need for and can demonstrate the ability to keep confidences (within the policy of the organisation).	✓		A, I
Resilient and motivated in a challenging and fast paced work environment.	✓		A, I
Knowledge & Skills	Essential	Desirable	
People management and team development theories and practice	✓		A, I, E
A Mental health related qualification or equivalent experience		✓	A, I, E
Leadership/Management qualification level 3 or above.			

Knowledge of mental health and wellbeing services in Leeds	✓		A, I, E
Knowledge of local and national legislation relating to mental health, social inclusion and Equality.	✓		A, I, E
Understanding of a range of mental health needs	✓		A, I, E
Evidence of safeguarding practice and procedure compliance	✓		A, I, E
Able to manage risk whilst considering diverse needs of communities	✓		A, I
Commitment to providing services that respond to diverse needs and are accessible.	✓		A, I
Ensure compliance with NHS accessible standards	✓		A, I
Able to recognise discrimination in its many forms and implement Equality policies.	✓		A, I
<b>Experience</b>	<b>Essential</b>	<b>Desirable</b>	
Successfully lining manage and applying good people and performance management with staff and/or volunteers.	✓		A, I, E
Working in mental health or health related sector	✓		A, I, E
Leadership and coordination of a team to meet a range of services objectives	✓		A, I, E
Working positively with, and supporting, people from diverse backgrounds	✓		A, I, E
Delivery of peer support activities	✓		A, I, E
Partnership working with external organisations working with different models	✓		A, I, E
Promotion of services, including use of social media and websites	✓		A, I, E
Managing budgets and establishing systems	✓		A, I, E
Experience of negotiating with and working collaboratively with a wide range of services	✓		A, I, E
Proven experience of leadership and management	✓		A, I, E
Monitoring, analysing, evaluating and reporting project management information.	✓		
Experience of mental health either as service user, carer or volunteer		✓	A,I