



Team Lead

Job Description

Location: Highland – based at any of our Golspie, Invergordon or Fort William Hubs

Salary: £29,174 pro rata (21 hours - £20, 430)

Band: 1.5

Hours: this post is contracted for 21 hours per week, typically worked Tuesday to Thursday, 9am–5pm; however, depending on service delivery needs, there may occasionally be a requirement to work evenings or weekends

Contract: Permanent

Directorate: Services

Reports To: Locality Manager

Disclosure & Barring Check: This post will be subject to a PVG check for working with vulnerable adults.

About the Project/Service

As a Team Lead, you will play a key role in delivering and managing community based mental health supports within the Highland area. You will contribute to multiple projects and/or services, across our Outreach and Hub-based services, by helping create environments where people feel believed, respected and heard, and where they can engage in meaningful activities that will improve their mental health.

Our community-based Hubs in Highland are located across three locations - Golspie, Invergordon and Fort William - and provide non-clinical, person-centred support in welcoming environments where people can take part in group activities, peer support and recovery-focused opportunities. These Hubs support people to build social connections, develop knowledge, skills, confidence and resilience, and improve their mental health and wellbeing. Activities include gardening; music; art; mental health self-management programmes and workshops; walking groups; wellbeing sessions and confidence-building opportunities.

Our Outreach support, which is a Care Inspectorate Registered service provides person-centred, outreach support to adults affected by mental illness in their own homes, in line with the Health and Social Care Standards and relevant policies, procedures and regulatory requirements. We serve the surrounding communities of Sutherland, Easter Ross and Lochaber with non-clinical emotional and practical support that helps people build the knowledge, skills, confidence and resilience to self-manage their mental health and wellbeing, using practical tools, coping strategies and signposting to the most appropriate next step in their journey. Our



Outreach teams are required to register with the Scottish Social Services Council (SSSC) within the required timescales, maintain registration, and hold a relevant SSSC-recognised qualification for the post.

Purpose of the Role

As Team Lead, you will play a key role in managing both the teams and your service(s), in collaboration with the local management team. You will be responsible for the day-to-day management of staff and service delivery, working within agreed operational frameworks. You will ensure the delivery of high-quality, person-centred support which is aligned with CMH values, policies and quality frameworks including the Quality Assurance framework, and SSSC Codes of Practice. As a skilled practitioner with a strong understanding of mental health services, you will bring expertise, empathy, and motivation to your role. You will support and guide your team, fostering a positive and supportive environment that enables staff to thrive and deliver exceptional care. You will oversee case allocation to staff and will actively manage capacity within your team, as well as carrying a small caseload, where appropriate.

With partnership working at the forefront of service delivery, you will collaborate with statutory and third sector partners to raise awareness of Change Mental Health services and ensure appropriate signposting.

Working closely with colleagues, partners and communities, you will contribute to creating an environment where people feel safe and accepted, connected to others, and hopeful for the future. You will adhere to and role model the values of Change Mental Health.

You will support the local management team in their roles to meet national and funder criteria. You will identify gaps in the service where they arise and implement solutions in partnership with your line manager.

Key Responsibilities:

- Lead your team of staff and day-to-day service delivery, ensuring support remains person-centred, and outcome-focused, and is aligned with Change Mental Health's quality assurance, safeguarding and performance standards
- Provide regular support and supervision, weekly work reviews and facilities team meetings that promote continuous learning and high-quality service delivery.
- Work collaboratively as part of the staff team to maintain a positive atmosphere, share responsibilities, and ensure smooth day to day service delivery.



- Deliver training sessions that strengthen knowledge, skills, and confidence and consistency of practice across services organisations.
- Represent Change Mental Health positively and professionally at partnership forums, community networks, and external meetings
- Support the collection, analysis, and reporting of outcome and impact data, evidencing measurable change, identifying emerging needs and trends, and contributing to evidence-led service development and continuous improvement.
- Oversee the effective allocation of referrals and caseloads across the team
- Develop, plan and where necessary facilitate non-clinical, community-based group activities that improve mental health and wellbeing, reduce isolation, strengthen connection to peers and community, and support people to make achievable goals.
- Carry a caseload, provide person-centred emotional and practical support through informal 1:1 conversations and structured support, helping people to develop and review meaningful, achievable personal plans.
- Build and maintain strong partnerships with community groups and local services to strengthen referral pathways, improve collaboration and raise awareness of Change Mental Health support.
- Promote the values of Change Mental Health in all aspects of your work and represent the services positively within the community.
- Maintain clear communication with colleagues, contributing to team meetings, reflective practice, and ongoing service development.
- Identify, record and respond promptly to safeguarding, wellbeing or risk concerns in line with organisational policy, helping to ensure people remain safe and supported.
- Maintain accurate, confidential and timely records that support evidence led practice and measurable impact.
- Assist in implementing service policies, including health and safety, safeguarding and data management, ensuring environments remain safe, accessible and welcoming.

General Responsibilities

- Work in line with CMH values, policies and quality frameworks including the Quality Assurance framework, and SSSC Codes of Practice
- Act in accordance with Data Protection legislation. Ensure all records, personal, staff and client data are managed in line with Data Management and Information Governance policies
- Comply with legal and regulatory requirements such as provisions set out in the Health and Safety at Work Act 1974
- Demonstrate professional boundaries and uphold CMH's standards at all times.



- Participate in supervision, training, team meetings, and reflective practice to support continuous professional development.
- Work collaboratively with colleagues and managers to deliver high-quality, support across services.
- Respond flexibly to service needs, providing support across multiple services if required
- Actively promote Change Mental Health and contribute to organisational initiatives.
- Undertake any other reasonable duties relevant to the role as services continue to develop.
- May include some evening and weekend working where required, time off in lieu will be given in accordance with Change Mental Health's TOIL policy
- Being part of an on-call rota to support staff, as and when required

Essential Criteria:

- Educated to SVQ Level 4 Social services and healthcare (adults) (or equivalent) or willing to work towards if the organisation requires
- Registered with the Scottish Social Services Council or willing to join if the organisation requires
- Experience providing support within community-based, recovery-focused or non-clinical mental health settings.
- Experience delivering structured 1:1 support and contributing to the development and review of outcome-focused plans.
- Experience facilitating groups, peer-support activities, or community-based mental health sessions.
- Experience of providing guidance, support and supervision to a team of staff
- Excellent ability to organise workload effectively, work independently, and collaborate well within team.
- Strong interpersonal and communication skills, with the ability to build positive, trusting, and professional relationships with a diverse range of people.
- Demonstrated empathy, professional self-awareness, and a reflective approach to practice.
- Commitment to trauma-informed, person-centred, strengths-based and recovery-focused practice.
- Strong understanding of risk assessment and safe decision-making within community mental health support.
- Good digital and IT skills, including maintaining accurate and confidential records.
- Ability to remain calm, respectful, and professional when responding to challenging behaviour.



- PVG Membership / Basic Disclosure required for working with vulnerable adults.

Desirable Criteria:

- Knowledge of local community resources, service pathways, and support networks.
- Experience supporting people facing trauma, social isolation, or complex life circumstances.
- Awareness of co-production or lived-experience-led approaches.
- Understanding of relevant health and social care policy in Scotland.

This job profile and list of duties is not exhaustive and serves only to highlight the main requirements. The line manager may stipulate other reasonable requirements and projects commensurate with the general profile and grade of the post.