

Team Leader

Title	Team Leader
Directorate	Operations
Reports to	Service Manager
Responsible for	Recovery Workers, Administrators
Key relationships	Internal: Head of Service Delivery, Service Manager, Operations Manager, Front-line Workers, Service Administrators, Support Services External: Clients, Local Partner Agencies
Level of employment safeguarding check	Enhanced DBS (Adults & Child Barred) or PVG
Pay Grade	Core Band E
Date evaluated/reference	Pre 2019/279

Job Purpose

- To safeguard and protect the children, young people and adults that we work with by adhering closely to WithYou's policies and procedures at all times and sharing any concerns immediately.
- To support the management team in the delivery of contracted service.
- To lead on an area of specialism, as appropriate (e.g. Criminal Justice; Young People; Hospital Liaison, Substance Misuse, Mental Health).
- To positively promote the service and WithYou.
- To manage the staff within the service to ensure staff are well informed, inspired and engaged with WithYou's strategic objectives and that the cohesive culture is developed

Main responsibilities / duties

Delivery

- Ensure compliance with the external regulatory bodies, such as CQC, working closely with colleagues in the Operations Leadership team, sharing effective practice as required.
- Support the development of services inline with local needs and contractual specification (e.g. recovery-orientated/mental health treatment services).
- Work closely with colleagues in the sector to demonstrate plans are in place and mechanisms exist to monitor delivery and achievement of goals.
- Support the Manager and the Quality Assurance Team to improve standards and develop the Service whilst seeking to make efficiency savings. Deputise for line manager where required.
- Ensure that facility, health & safety and property matters relating to service delivery are managed efficiently and effectively and concerns are escalated through appropriate channels.

Information Governance

- Ensure effective recording of client data in accordance with WithYou policy.
- Work with colleagues in other teams to ensure the best practice is shared and knowledge and management information is available to the teams and the wider organisation to ensure services meet required standards, are evidence-based and demonstrate impact in terms of a recovery orientation.

Client Engagement

- Engage with staff, clients and carers ensuring personal visibility and accessibility.

- Develop and/or build strong and positive relationships with key stakeholders and commissioners to ensure continuity of service.
- Demonstrate role model behaviour with regard to client and carer engagement.
- Provide services to clients through group and individual work, to include holding a caseload, as appropriate.

People Management

- Effectively support and line manage a team of staff to deliver WithYou's strategic objectives.
- Develop open working relationships to ensure staff operate in line with our values and work collaboratively with internal colleagues and external partner organisations.
- Undertake recruitment responsibilities as appropriate, ensure staff receive appropriate training development and support to deliver services
- Ensure compliance of People policies, procedures and provide on-going feedback, supervision and an annual performance management appraisal (IPDP).
- Support effective communication activities to ensure WithYou's strategic direction is clear, understood, and that staff are engaged to deliver high quality services and support the celebration of local successes in line with any agreed corporate standards.

General responsibilities

- **Confidentiality:** Ensure confidentiality at all times, only releasing confidential or personalised information externally with consent from a line manager.
- **Data Protection Act:** Comply with the requirements of the Data Protection Act and amendments to ensure integrity and security of our information.
- **Safeguarding:** Remain vigilant at all times to any safeguarding concerns within the day to day performance of your job role, sharing and learning

from these experiences to ensure our statutory and organisational responsibilities are met in respect of safeguarding children & vulnerable adults.

- **Conflict of interest:** Declare any involvement either directly or indirectly with any firm, company or organisation that has a contract with WithYou.
- **Equal Opportunities and Diversity:** Ensure that all clients, partners, carers, and colleagues in WithYou and partner organisations are treated as individuals within our Diversity and Equality framework.
- **Health and Safety:** Compliance at all times with the requirements of the Health and Safety regulations and WithYou's Health and Safety Policy and Procedures, ensuring reasonable care is taken with regard to yourself as well as any colleague, client or visitor who might be affected by an act or failure to act by yourself.
- **Quality Assurance:** To ensure all activities are delivered in a way that supports and maintains WithYou's registration with the Care Quality Commission and appropriate agencies in the devolved administrations (England) and with the Care Inspectorate, Scottish Social Services Council and appropriate agencies (Scotland).
- **Any Other duties:** To undertake any other duties that are reasonable and are commensurate with the role as directed by the relevant Director in line with the changing needs of the service and/or legal requirements.
- **Self-development:** Ensure you take responsibility for development and keep learning in your role.

Personal specification

	Essential criteria	Desirable criteria
Education / qualifications	ONC/NVQ level 3 or equivalent or a commitment to complete within 18-months	
Experience / Knowledge	Demonstrable experience of working in the health, social care or criminal justice setting and of working in partnership with a range of statutory and non-statutory agencies A successful track record of management responsibility and development of others	Experience of working in the substance misuse Experience of working in the mental health field Knowledge of managing budgets
Skills and abilities	An understanding of the issues facing drug/alcohol misusers or clients experiencing common mental health mental health problems (as appropriate) Knowledge and	Google Suite skills

	understanding of harm minimisation in substance misuse treatment or psychological health interventions for common mental health problems in primary care (as appropriate) Knowledge/understanding of health and safety, including assessing high-risk situations for clients Ability to build effective relationships with a range of internal and external stakeholders Resilient, ability to prioritise, work under pressure, and manage competing / conflicting demands Be results driven and possess analytical skills Good written and oral communication skills Good IT skills, including Word, Outlook, Excel, PowerPoint and digital	
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	media Ability to work effectively as a team player in a collaborative and supportive manner	
Personal circumstances	Able to meet WithYou's safeguarding requirements of a satisfactory enhanced DBS/PVG certificate Ability to work flexible and unsocial hours as required Willing to and able to visit other locations from time to time in order to deliver the services required. Commitment to the organisation's Guiding Principles and Behaviours	