

JOB DESCRIPTION

Title:	Team Manager
Reports to:	Deputy Director of Adult Services
Salary grade:	£29,000
Contract:	Fixed term contract for 12 months
Hours:	Full time (Mon-Fri: 11am-7pm)
Location:	Feltham Hub based in Hounslow

Job Purpose

We are seeking 1FTE experienced mental health manager to join our exciting new project, working with those engaging in gambling harms behaviours and affected others. The role will include overseeing various workstreams to the service, including: crisis de-escalation, casework, psychoeducation workshops and facilitating a space for peer-led activities. You will have a small team of support workers and volunteers to manage.

The Role

Your role as a team manager will be to directly support a team of support workers and volunteers in all areas of the service. You will aid in de-escalating those in a state of crisis which is exacerbated or influenced by gambling related behaviours. You will be expected to manage crises and your team, within a drop-in model. You will be expected to hold your own caseload of clients, providing 1:1 bespoke advice surrounding gambling and mental health support. In addition, you will aid in overseeing peer-led psychoeducation groups addressing root causes of gambling and a safe environment for loved ones to build meaningful peer connections. **We are seeking autonomous, creative individuals with experiences of working with behaviours around addiction and direct management responsibilities.**

Key Responsibilities

- Lead and empower a team of varied personalities and skills
 - Work closely with senior managers, stakeholders including commissioners
 - De-escalate immediate mental health crises
 - Co-produce and facilitate various psychoeducation workshops
 - Hold your own caseload of clients; providing advice and support on various matters eg financial management, debt, housing and other social issues pertaining to gambling behaviours
 - Work autonomously and proactively
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- Co-produce and hold a safe environment for peer-led activities
- Engage in extensive outreach across the borough of Hounslow
- Work within an integrative model with existing clinical pathways: collaborative working with NHS and Public Health colleagues
- Ensure all documentation is complete, accurate, and compliant with relevant legislation and guidance
- Finalise case reports, including clear outcomes of preventative measures in place
- Work collaboratively with internal teams and stakeholders to gather outstanding information
- Management of own safeguarding disclosures and incidents, in line with West London Mind Safeguarding Policy.

Person Specification

- Minimum of 1 year working in mental health services
- Minimum of 1 year working with those impacted by addiction
- Minimum of 1 year of line management
- Experience of managing safeguarding risks and understanding legal requirements for safeguarding adults and children
- Understanding of relevant legislation and policies
- Experience of working with vulnerable individuals
- Ability to work independently and deliver within the tight deadlines
- Creative and flexible approach to working with individuals
- Ability to manage sensitive information under GDPR with professionalism and confidentiality.
- Ability to deal with stressful and difficult situations in a calm manner and de-escalate challenging situations if they occur.
- Awareness of issues in mental health service provision
- A good understanding of mental health conditions
- Experience of working with vulnerable individuals
- Creative and flexible approach to working with individuals
- Ability to deal with stressful and difficult situations in a calm manner and de-escalate challenging situations
- Ability to prioritise and manage workload
- Empathy and non-judgemental approach
- Good verbal and written communication skills
- Good IT skills including Word, Outlook, Salesforce, Excel and PowerPoint.

Desirable

- Full UK driving licence and car owner