

## **JOB DESCRIPTION**

**JOB TITLE: TEAM LEADER**

**DEPARTMENT / SERVICE: COMELY GREEN MENTAL HEALTH SERVICE**

### **PURPOSE OF THE JOB**

The LinkLiving Comely Green service comprises a well-established core and cluster development which supports 15 individuals as well as a visiting support service for people in the local area. The service works closely with the Community Rehabilitation Team at the Royal Edinburgh Hospital and Community Mental Health teams in the ongoing monitoring of medication and mental health.

The purpose of the job is to provide leadership, support and supervision to a team of support workers whilst ensuring that objectives and targets are achieved, the service to individuals is co-ordinated and that appropriate policies and local procedures are in place. The Team Leader is the first line manager and is responsible for ensuring the service is of high quality which meets all internal and external standards and reporting requirements. The Team Leader will combine a thorough knowledge of social care practice and processes with first class leadership, staff support and development skills.

Working closely with the Service Manager, the Team Leader will use their extensive knowledge and experience in mental health provision to ensure the delivery of high quality, person-centred services to people experiencing mental health issues. They will also be expected to establish and develop effective working relationships with partner agencies and to actively promote opportunities for partnership working in order to deliver improved outcomes for the people we support.

### **VALUES**

The postholder will be expected to demonstrate LinkLiving's core values of:

- Empathy (understand an individual's needs and circumstances)
- Respect (treat others the way you wish to be treated)
- Integrity (be honest and have strong moral principles)
- Caring (show kindness and concern for others)

### **MAIN AREAS OF RESPONSIBILITY / TASKS**

As Team Leader you will be expected to:

- Coordinate the team, providing support and supervision through regular planned meetings and support at other times
- Oversee the administration of medication, ensuring accuracy of dosage and that corresponding records are maintained accurately and up to date
- Ensure the team adhere to the aims and objectives of the service.
- Ensure the service operates safely in line with SSSC guidelines, Care Inspectorate regulations and LinkLiving policies and procedures
- Coordinate and monitor the day to day operation of the service.
- In partnership with HR, ensure best practice in recruitment, induction, performance management reviews and support and supervision.
- Ensure quality of service provision through regular monitoring of recording systems
- Ensure the individual needs of service users are met by a system of person-centered assessment, support planning and review and the individuality,

confidentiality, privacy, choice, rights and personal dignity of service users are upheld at all times

- Work with the Service Manager to design and deliver training to meet both statutory requirements and staff development needs
- Support the Service Manager and Head of Services and Development in the compilation of regular monitoring reports
- Promote and actively encourage the involvement of service users in the development and delivery of the service
- Represent the service externally
- Maintain up to date knowledge of legislation and statutory responsibilities related to mental health
- Ensure records, including risk assessments, are maintained to ensure the safety of staff and service users
- Develop local procedures in line with organizational policies
- Ensure the team meet contractual obligations, staff are deployed efficiently and adequate staff cover is provided
- Participate in the recruitment and selection of support staff
- Agree learning and development needs with staff, create opportunities for these to be met including assisting in the delivery of training as required
- Ensure each support package is managed and coordinated
- To carry out other duties, within the scope of the job and to meet the needs of the business.

## **RELATIONSHIPS**

- Service Users
- Colleagues, including Link Group business partners
- Managers
- Local Authorities / Social Work
- NHS
- Partner Agencies
- Emergency Services
- Funding Bodies
- Regulating Bodies

You will comply with the Health & Safety Policy, reporting any matters of concern to the Health and Safety Officer, Representative or line manager. You will actively promote the Equality & Diversity Policy and practice in all aspects of the job role as it relates to colleagues, tenants, service users, contractors, consultants and external agencies.

## **ACCOUNTABILITY**

This post is accountable to the Service Delivery Manager.

## PERSON SPECIFICATION

VALUES	ESSENTIAL	DESIRABLE
Empathy (understand an individual's needs and circumstances)	√	
Respect (treat others the way you wish to be treated)	√	
Integrity (be honest and have strong moral principles)	√	
Caring (show kindness and concern for others)	√	
EDUCATION & QUALIFICATIONS	ESSENTIAL	DESIRABLE
General good standard of education	√	
Willingness to work towards and achieve an appropriate qualification recognised by the Scottish Social Services Council (SSSC) to achieve and maintain registration with a regulatory body	√	
SVQ4 Social Services and Healthcare at SCQF Level 9 or SVQ3 Social Services and Healthcare at SCQF Level 7 plus a supervisory or management qualification		√
KNOWLEDGE / EXPERIENCE & SKILLS		
An extensive knowledge of the positive indicators which are a natural part of practice with no need to be conscious of what is done and how it is being done.	√	
Experience of co-ordinating complex support arrangements	√	
Knowledge of social care and housing issues	√	
Knowledge of welfare rights; benefits, procedures and entitlements	√	
Knowledge of housing support / care at home systems	√	
Experience of administering medication and corresponding record keeping	√	
Extensive knowledge of diversity of service user groups	√	
Knowledge of issues affecting people who are excluded and marginalized	√	
Experience of leading a team and carrying out support and supervision	√	
A commitment to people and ability to develop and sustain relationships	√	
Strong skills in mentoring less experienced colleagues and proven experience of contributing to development of colleagues.	√	

Understanding of the issues affecting service users	√	
A sense of judgement and ability to take decisions and be responsible for them	√	
Non-judgemental attitude and ability to see people's gifts	√	
Willingness to embrace diversity and challenge opinions that are exclusive	√	
Sensitivity and responsiveness to people's emotional and social health	√	
A proactive approach to your own learning and ability to keep up to date with practice issues/policy/legislation	√	
Have self reflection as a regular part of practice ensuring that expertise is maintained.	√	
Able to actively and naturally seek feedback about performance from others as part of a self reflective process	√	
Working with vulnerable young people, people with learning difficulties, people with mental health difficulties, people with a history of offending behaviour, people with mental health difficulties, people with drug or alcohol issues or people who are homeless or at risk of becoming homeless	√	
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A specific area of practice expertise that is required by the Service	√	
A knowledge of mental health resources and a commitment to their use		√
Experience of developing and facilitating training and imparting knowledge to others		√
<b>GENERAL / OTHER</b>		
Ability to Drive and able to travel between services as required		√
Meet the requirements of registration with Protection of Vulnerable Groups Scheme check	√	
Flexible, practical and reliable approach. Able to work flexible hours including evenings, weekends and public holiday	√	
It is a requirement for employees working in regulated roles to achieve and maintain registration with an appropriate regulatory body, e.g. SSSC within 6 months of commencing employment in post.	√	

COMPETENCY MANAGEMENT FRAMEWORK	ALL ESSENTIAL AND WILL BE ASSESSED AT THE INTERVIEW STAGE
<p><b>COMMUNICATION</b></p> <p>Communicates ideas and information effectively, both verbally and in writing, ensuring messages are clear and understandable. Shares information openly and encourages a two way dialogue. Use appropriate language and style that is both relevant to the situation and to the people being addressed.</p>	
<p><b>CUSTOMER CENTRED APPROACH</b></p> <p>Puts the person at the heart of the service and is able to understand both internal and external customers and service users' needs. Takes personal responsibility for securing the satisfaction and well being of customers and service users. Encourages and maintains open, positive relationships with a wide range of people. Listens and communicates assertively to ensure mutual understanding.</p>	
<p><b>INNOVATION</b></p> <p>Constantly strives to evaluate, question and improve how things are done. Views improvement as a continuous process. Creatively explores and applies innovative approaches to improve the quality and delivery of services.</p>	
<p><b>LEADERSHIP</b></p> <p>The ability to lead, inspire and encourage others to meet business objectives whilst providing a clear vision and sense of purpose in all activities. Actively participates and contribute towards Project Teams, Committees and other working groups. Is supportive of colleagues, including secondees, placements and new employees.</p>	
<p><b>PERSONAL EFFECTIVENESS</b></p> <p>Takes personal responsibility for making things happen and achieving results. Presents ideas clearly and persuasively. Willing to take responsibility in challenging circumstances or when things go wrong. The ability to recognise and control own emotions and to respond to situations objectively, even when under pressure. The self-confidence and flexibility to adapt own response to suit the needs of the situation or to respond flexibly and prioritise depending on the other persons approach.</p>	
<p><b>PROBLEM SOLVING AND REASONING</b></p> <p>The ability to identify and resolve problems by gathering and analysing information from a range of sources, and make informed and effective decisions. Draws appropriate conclusions and considers the consequences of these decisions. Willingness to participate and contribute effectively to the team effort. Will put own interests aside when appropriate to meet the needs of the team.</p>	
<p><b>INFORMATION SYSTEMS</b></p> <p>A functional understanding of Link's core information communication technology – including Microsoft Office and database systems. An ability to access and use personal computer software for effective communication and the management of information. Has a basic knowledge of PCs, including keyboard skills and will take active steps to update personal computer literacy skills and to support others when required.</p>	
<p><b>WORKING TOGETHER</b></p> <p>Willingness to participate and contribute effectively to the team effort. Will put own interests aside when appropriate to meet the needs of the team. Takes positive action to build the team and works through conflict to achieve resolution. Makes other team members feel valued. Knows what their team aims to achieve, their role and the part they play and takes positive action to build the team mentors/coaches new employees.</p>	