

## JOB DESCRIPTION

### **JOB TITLE: Team Leader – Better Than Well Self Help Service**

#### **Better Than Well Service**

The LinkLiving Better Than Well service is an exciting new project supported by the Scottish Government's Survivor Support Innovation and Development Fund.

Building on the success of three “test of change” initiatives, *Better than Well* will support adults who have experienced childhood trauma in Fife, particularly those who have found it difficult to engage with other services. *Better than Well* will be open to all adults who have experienced childhood trauma, but there will be an additional attempt to engage with people who have also experienced homelessness.

Delivery will be based in Fife

*Better than Well* will:

- Provide safety and stabilisation, reducing the risk of serious deterioration in the health of the people we support
- Provide bridges between:
  - External agencies/partners, e.g. GPs and self-referrals to our service
  - Our service and non-NHS sources of specialist support
  - Our service and NHS services which provide longer-term specialist support
- Provide a person-centred service which responds flexibly and quickly to the particular mental health needs of adults who have experienced trauma, particularly in childhood
- Provide a service to a group of people who experience multiple disadvantage
- Deliver learning events in trauma informed and trauma awareness to a range of service users and services

#### **PURPOSE OF THE JOB**

Working closely with the Service Delivery Manager, the Team Leader will ensure the achievement of high-quality services for people who have experienced childhood trauma to manage any resulting impact and focus on their safety and stabilisation.

The Team Leader will provide day to day management, leadership, support and supervision to a team of staff..

Leading by example, the Team Leader will ensure that objectives and targets are met and the service meets all internal and external standards and reporting requirements. The Team Leader's role includes an externally facing remit to develop relationships with other partners and services whilst actively promoting opportunities for the services to work together to deliver improved outcomes for those we provide services for.

The Team Leader will work together with the team and Service Delivery Manager to facilitate training sessions and shared learning events with our range of external

partners. The Team Leader will be responsible for ensuring outcomes are recorded and reported in line with funder requirements

## VALUES

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

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

## Main Tasks

- Line Management of a team of Self Help Coaches
- Day to day management and co-ordination of a high-quality service
- Ensuring the services operate safely in line with LinkLiving policies and procedures
- Carry out service promotion and make links with external agencies

## Staff Management

- Lead, motivate, support and supervise staff through regular planned meetings and support at other times to ensure the promotion of good practice and excellence within the team
- Ensure the team adhere to the aims and objectives of the services by setting clear targets and objectives.
- Work in partnership with Human Resources to ensure best practice in recruitment, induction, training, personal development, supervision, appraisal, disciplinaries, staff absences and staff turnover;
- Ensure staff receive training that is either statutorily required or required to ensure the positive development of staff

## Service Management and Development

- Co-ordinate and monitor the day to day operation of services
- Accountable for the management and development of the service ensuring compliance with all legislative and regulatory regulations.
- Ensure the service demonstrates a commitment to a person-centred outcome focused approach.
- Ensure the service is able to clearly evidence high quality.
- Enable the delivery of a best value service by regularly monitoring service delivery and staffing resources.
- Identify opportunities for the service to develop through evidencing unmet demand, need or gaps.
- Working closely with the Service Delivery Manager, promote, develop and implement service growth opportunities as required.
- Manage budgets effectively through meeting funding targets and working within agreed expenditure levels. Develop and maintain effective working relationships with HR and Finance Business Partners to support this budget management responsibility.

- Meet with funders of the service to report on performance and joint working arrangements.
- Ensure equality and diversity processes and practices are embedded in all service delivery.
- Investigate and respond to complaints about any aspect of the service.
- Ensure any corrective action is implemented as a result of any findings.
- Contribute to policy development and, if required input into preparation of tenders and funding applications.
- Proactively liaise with Group staff in the provision of Health and Safety, IS, HR and Finance support

### **Self Assessment and Self Management**

- Demonstrate commitment and ability to deliver the vision and values of LinkLiving
- Use own initiative to manage time effectively, keeping all work up-to-date and prioritising to ensure that the most urgent is dealt with first
- Demonstrate cooperation, respect and goodwill in every aspect of your work through recognising achievement and providing support to colleagues
- Recognise that you are accountable and responsible at all times in your role as an ambassador for LinkLiving
- Abide by the National Care Standards and Link Code of Conduct in all work undertaken
- Undertake Continual Professional Development through taking personal responsibility for your own self development
- Record all information as required and adhere to LinkLiving policies, procedures, guidelines and protocols
- Undertake such additional duties, as directed by line manager or other staff if appropriate, as would reasonably be expected of someone at this grade

### **GENERAL**

To comply with the Health and Safety Policy, reporting any matters of concern to the Health and Safety Officer, Representatives or line manager.

To actively promote the Equality and Diversity Policy and practice in all aspects of the job role as it relates to colleagues, tenants, service users, contractors, consultants and external agencies.

To carry out other duties, within the scope of the job, and to meet the needs of the business.

### **RELATIONSHIPS**

- Adults who have experienced trauma, particularly in childhood, who access support
- Colleagues, including immediate team members, LinkLiving staff and Link Group business partners
- GPs
- Fife Council staff and other providers of services

- Funders, particularly the Scottish Government
- Independent consultants on evaluation
- Inspiring Scotland
- NHS Fife staff
- Partner agency staff, particularly in the third sector

#### **ACCOUNTABILITY**

- This post is accountable to the Service Delivery Manager

**PERSON SPECIFICATION**

<b>VALUES</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
Empathy (listen to and understand an individual's needs and circumstances)	√	
Respect (treat others the way they wish to be treated)	√	
Integrity (be honest and have strong moral principles)	√	
Caring (show kindness and concern for others)	√	
<b>EDUCATION &amp; QUALIFICATIONS</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
Educated to degree level (or equivalent) in Psychology (or other relevant subject) with experience of approaches to self help techniques and/or CBT approach.	√	
Diploma in Counselling or Diploma in Self Help/Life Coaching		√
Member of the British Psychological Society or other relevant membership		√
<b>KNOWLEDGE / EXPERIENCE &amp; SKILLS</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
Knowledge of issues affecting people who are excluded and marginalized	√	
To be able to lead, manage and motivate team through regular planned meeting and support	√	
Experience of facilitating training session and training development		
A knowledge of mental health self help resources and a commitment to their use	√	
An ability to building equal and positive relationships with people	√	
Demonstrable experience of using a person centred approach	√	
An ability to problem solve and remain calm in a crisis	√	
Good communication skills in a variety of situations	√	
Empathy and active listening	√	
Sensitivity and responsiveness to people's emotional and social health	√	
An ability to collect data and maintain records with experience of evaluating services	√	
Experience of setting clear aims and target for team		
<b>GENERAL / OTHER</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
Meet the requirements of registration with Protection of Vulnerable Groups Scheme check	√	
Flexible, practical and reliable approach	√	

<b>COMPETENCY MANAGEMENT FRAMEWORK</b>	<b>(ALL ESSENTIAL) ASSESSED AT INTERVIEW</b>
<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. Recognises that customers and service users are unique. Takes personal responsibility for securing the satisfaction and well being of customers and service users. Shows perseverance and innovation in resolving problems. 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>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.</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 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, database systems and department I.T systems. 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>	

## TERMS AND CONDITIONS OF EMPLOYMENT

Noted below is a summary of the general terms and conditions of employment of LinkLiving employees. Those quoted apply to full-time posts and part-time staff will be eligible to receive the same employment terms on a pro-rated basis. Employees on fixed term contracts are also eligible, subject to the restriction of their contract. An individual contract may determine additional terms particular to that appointment and employees should also refer to their own contract of employment.

### Hours

Full-time, 37.5 hours per week, usually Monday to Friday, but requires flexibility around the needs of the service.

### Contract

The post is permanent.

### Salary

Placement within the salary range will be dependent on a number of factors including skills and experience.

Progressing through the salary range will be determined by an assessment of individual performance against an agreed Job Plan and following a recommendation made to the Management Team at each performance year-end.

Team Leader Salary Range £26,695.00 - £30,763.00 per annum (dependent on skills & experience).

An Inflation-Related Pay Award is normally awarded annually in April.

### Annual Leave

35 days pro rata per annum (including 10 public holidays) rising to 38 days after completion of three years' service.

### Pension

Link is required by law to automatically enrol eligible employees to its pension scheme. Auto-enrolment rates from 1 April 2019 are:

- Link: 5% of basic salary
- Employee: 3% of basic salary

Employees can opt to increase their contributions:

Employee:	4%	5%
Link:	6%	6%

### Travel

(a) Staff will be reimbursed two-thirds of the cost of a monthly bus pass if this is appropriate to the needs of the Service. (b) If you only use a monthly bus pass for business purposes you may be able to claim the full cost.

Use of your own car for business mileage, where authorised, will be reimbursed at a rate of 45p per miles. LinkLiving adopts the Inland Revenue approved mileage rate system.

### On-Call

Where an on-call rota is in place, a separate allowance of £20 will be paid per shift.



### **Time Back**

There is a time back arrangement for additional hours worked in excess of the contracted hours.

### **Probationary Period**

There is a 6-month probationary period, which may be extended to 9 months following consultation with individuals.

### **Support and Supervision**

You will have regular support and supervision meetings with your line manager.

### **Smoking**

All Link group offices operate a NO SMOKING POLICY – you may have to work with service users who smoke.

### **Health Care Cash Plan**

A non-contributory Healthcare Cash plan scheme for employees and children under 18 years old. [Option to include partners]

### **Protecting Vulnerable Groups Scheme (PVG) Information for applicants who wish to work with Link**

People who work on a regular basis with vulnerable groups will be required to join the Protecting Vulnerable Groups (PVG) Scheme. This Scheme replaces the Enhanced Disclosure Scotland checking process for organisations and it is a mandatory requirement of working within Link.

As well as strengthening safeguards for children, the PVG Scheme will improve protection for adults because, for the first time in Scotland, there will be a list of those who are barred from working with protected adults - there is already a list of those who are barred from working with children. A protected adult is a person, aged 16 or over, who receives one or more type of care or welfare service either regularly or for a short period of time.

People who work, on a regular basis, with vulnerable groups will join the PVG Scheme and from then on, their membership records will be automatically updated if any new vetting information arises. Vetting information is conviction information retrieved from criminal justice systems and nonconviction information held by the police that is considered relevant.

In order to become a member of this scheme for the first time the cost is £59. Should you be successful in securing a post with Link it will be expected that you will meet the registration cost.

If you are already an existing PVG scheme member, Link will meet the cost to update your application.



For further information please refer to the disclosure Scotland website -

<http://www.disclosurescotland.co.uk/pdf/protecting-vulnerable-groups-scheme.pdf>

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