

JOB DESCRIPTION

JOB TITLE: TEAM LEADER

DEPARTMENT / SERVICE: EDINBURGH MENTAL HEALTH SERVICES

Our Edinburgh Mental Health Services are underpinned by our trauma-informed approach to support delivery and we work with people experiencing mental health issues to live as independently as possible within their own homes. For some, this includes supporting people with the administration of medication. Multi-agency working with a range of statutory and voluntary organisations, including colleagues in the NHS is a key part of the service we deliver, ensuring that the people we work with get the support they need.

PURPOSE OF THE JOB

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 (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 AREAS OF RESPONSIBILITY / TASKS

As Team Leader you will be expected to:

- Support and provide supervision to the team to ensure they have the motivation and training to meet the aims and objectives of the service
- Support the team to coordinate and manage complex packages of support
- Where appropriate, oversee the administration of medication, ensuring accuracy of dosage and that corresponding records are maintained accurately and up to date
- 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 operations of the team
- In partnership with HR, participate and ensure best practice in recruitment, induction, performance management reviews and support and supervision.

- Ensure quality of service provision through regular monitoring of recording systems and support the Service Manager and Head of Services and Development in the compilation of regular monitoring reports
- 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 Manger to design and deliver training to meet both statutory requirements and staff development needs
- 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
- Ensure the team meet contractual obligations, staff are deployed efficiently and adequate staff cover is provided
- 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 (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)	√	
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	√	
SVQ Social Services and Healthcare at SCQF Level 9 PLUS SVQ Care Services Leadership and Management SCQF Level 10 or ability to gain qualifications within required timescales	√	
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 and medication systems	√	
Experience of administering medication and corresponding record keeping	√	
Extensive knowledge and experience in mental health	√	
Knowledge of issues affecting people who are excluded and marginalized	√	
Experience of leading and managing a team and carrying out support and supervision	√	
A commitment to people and ability to develop and sustain relationships	√	
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	√	
A specific area of practice expertise that is required by the Service (mental health)	√	

A knowledge of mental health resources and a commitment to their use		√
Experience of developing and facilitating training and imparting knowledge to others		√
GENERAL / OTHER		
Ability 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>COMMUNICATION</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>CUSTOMER CENTRED APPROACH</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>INNOVATION</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>LEADERSHIP</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>PERSONAL EFFECTIVENESS</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>PROBLEM SOLVING AND REASONING</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>INFORMATION SYSTEMS</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>WORKING TOGETHER</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>	

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, requires flexibility around the needs of the service.

Contract

The posts are 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 £27,883.00 - £30,819.00 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>