

## **SAMH Role Profile**

**Job Title:** Team Leader  
**Job Family:**  
**Department/Service/Area:** Delivery & Development  
**Reports to:** Service Manager  
**Direct Reports:** Support Workers, Practitioners

### **Role Summary**

To support the delivery of a high quality service and implementation of the SAMH Corporate Strategy. To provide line management support and to lead and direct staff ensuring that support to service users is provided in ways which are effective, efficient and of the highest quality. To contribute to the wider work of SAMH as required.

### **Essential Duties and Responsibilities**

Responsible for the delivery of the SAMH Corporate Strategy at a team level. Full line management responsibility for staff. Designated budgetary and financial management with the service. Implementation and adherence to all SAMH policies and procedures.

- Will support the Operational Leadership Team to implement the business plan which supports the delivery of the corporate strategy
- Will co-operate with the Operational Leadership Team to deliver the range of SAMH national programmes and enabling strategies within the team.
- Will ensure the implementation of a continuous improvement framework within the team
- Will participate within the network of locally based key stakeholders including commissioners, Community Health Partnerships, Community Planning Partnerships and voluntary sector representatives.
- Will ensure contractual and regulatory compliance.
- Will ensure delegated budgets operate within organisational monitoring and reporting arrangements.
- Will ensure compliance with SAMH policies and procedures.
- To ensure that all activity enshrines the organisational values and reflect the principles of participation, recovery, dignity, equality and Human Rights.
- To support the work of the Operational Leadership Team to ensure the delivery of the corporate strategy through the delivery of objectives and targets.
- To provide direction to all staff within the team in ways which are consistent with SAMH corporate strategy.
- To participate in comprehensive review of SAMH service provision to ensure strategic fit.
- To ensure the effective implementation of SAMH policies and procedures.
- To contribute to the implementation of a continuous improvement framework relating to regulation and contract monitoring
- To build and maintain a range of key local relationships pertinent to the provision of direct services.
- To ensure the participation of the people who use SAMH services is evident in all aspects of service delivery.
- To ensure SAMH policy is adhered to with regards to supervision and annual appraisal.
- To provide direct support to service users as per the service specification

### **Key Working Relationships & Contacts**

- Will form part of the service management team and work to support the Service Manager to contribute to the work of the Operational Leadership Team.
- Will provide leadership, management and supervision of direct reports
- Co-operate with wider members of the Operational Leadership Team and Senior Management Team.
- Will develop and sustain key external partnerships with colleagues from Local Authorities, Health Boards, external scrutiny bodies and other voluntary organisations to enhance SAMH service provision.

### **Working Environment/ Special Circumstances**

- On call and shift work duties as required

### **Experience & Qualifications**

#### ***Experience***

- Experience in leading, managing and developing teams (D).
- Experience in working across social care or voluntary sectors (D)
- Experience in providing support to people with complex needs (E)
- Experience of working within a regulatory environment (E)

#### ***Qualifications***

- SVQ3 in Health and Social Care or equivalent (E)

### **Knowledge & Skills**

#### ***Knowledge***

- Understanding of Mental Health and issues faced by people with complex needs.
- Understanding of Social care and regulatory framework. (D)
- Knowledge of best practice in management approaches. (D)
- Knowledge of best practice in the provision of direct support services.(E)
- Understanding of continuous improvement frameworks and national care standards. (E)

#### ***Functional/Work-based Skills***

- Able to demonstrate positive leadership and management attributes. (E)
- Excellent verbal and written skills (E).
- Ability to build and sustain effective relationships with internal and external stakeholders. (E)
- Demonstrate a flexible, personalised approach to supporting people. (E)
- Ability to balance competing priorities within tight timescales.(E)

### **Core Competencies and Commitment**

At SAMH, our values underpin everything we do. We believe that everyone has the right to be treated with dignity, respect and equality. We believe that everyone is entitled to hope and choice and to achieve personal fulfilment.

These are the competencies that SAMH looks for and expects from staff who support the people who use SAMH social care services. These competencies enable SAMH to deliver its core purpose of mental health and wellbeing for all.

Employees are required to read and understand the role profile for their position and are required to comply with SAMH's policies, all laws, rules, regulations and standards of conduct relating to their position and report any suspected violations of conduct to my line manager. All employees should adhere to the SAMH values in all interactions with service users, customers and colleagues.

## **Core Competencies, Behaviour and Skills**

### **Recovery Focussed**

Empathise, inspire and motivate others.

Deliver person centred and recovery focussed support to enable individuals to achieve positive outcomes.

### **Communication**

Communicate effectively and professionally and contribute to the accurate recording and monitoring of all case and incident recording systems. This includes communications by email, by phone/text and other on-line methods.

Build and develop positive relationships with those who use our services.

Engage with a range of people from a wide variety of backgrounds

### **Deliver a high standard/quality of work**

Maintain the highest personal and professional standards. Work professionally and collaboratively with internal and external colleagues, those who use our services and members of the public and to meet the requirements of funders and regulators.

Undertake personal responsibility for conduct and work ethic in line with SAMH Code of Conduct, the SSSC Codes of Practice and other relevant professional standards.

### **Critical Reflection and Learning**

Ability to reflect on own practice and learn from own experiences and those of others.

Develop skills and knowledge of theory and practice and understand where role fits within SAMH and externally.

### **Supportive of Equality and Diversity**

Challenge inequality and stigma; recognise and respond to the barriers individuals and groups face within society.

Treat all people within SAMH (both staff and service users) fairly and with respect regardless of their age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and/or sexual orientation.

### **Commitment to Health, Safety and Well-being**

Understand, encourage and carry out the principles of integrated safety management; comply with SAMH Health and Safety Policy and Procedure; complete all required H & S training; take personal responsibility for safety.

### **Participation**

Ensure the people who use our services have the opportunity to get involved in their support, their service, their community or in SAMH as an organisation.

### **Team Working**

Ability to work as part of a team.

### **Service User Engagement**

Develop, maintain and demonstrate a wide range of interpersonal skills when working with the people we support, including: open-minded, respectful, active listening, empathetic, promote independence, maintenance of confidentiality, honest, honourable in agreements and practices, appropriate body language, solution focussed, supportive and approachable, non-judgemental, pro-active, patience and resilience, professional approach