

**Job Description –Team Leader**

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| Responsible to | Service manager |
| Salary | NJC Point 26 £30,451 |
| Hours per week | 37.5 |
| Annual Leave per annum | 25 (rising to 30 days after 5 years) |
| Main base | Brookfield House, Stockport *(travel to the Eastern Cheshire, Manchester & Rochdale offices may be required) and home working* |
| Contract | 12-month fixed-term (available as a secondment) |
| Level of DBS check | Enhanced |

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| Main aims of the post |
| To work with the service manager to support team members to deliver the service or project to a high standard.  To supervise staff, ensuring staff are supported and confident in their roles.  This will include facilitating line management and case load management.  To support the manager to deliver the service or project by facilitating the development of the team |

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| **Main duties of the post** |
| 1. To work with a team of staff to ensure that the team are cohesive and work well together |
| 1. To provide advice, support and guidance to team members |
| 1. To help staff understand the key performance indicators (KPI’s) for the service, and help staff achieve them |
| 1. To develop and implement innovative ways of working with staff and service users |
| 1. To deliver or facilitate training and development opportunities for the team as required |
| 1. To ensure that relevant data and information is collected and where necessary collated for reports and recording |
| 1. To develop and maintain relationships with external organisations and agencies |
| 1. To carry a personal caseload where necessary |
| 1. To undertake appropriate administrative duties for the post |
| 1. To provide information for the manager to ensure that the service is compliant with relevant external regulatory requirements |
| 1. To represent the team and organisation at external events |
| 1. To manage risk and safeguarding concerns |
| 1. To triage referrals |
| 1. To stand in for the service manager in their absence and as agreed |
| 1. To participate in an on call system and /or duty manager rota as required |

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| **General work related expectations** |
| 1. To work within the Big Life group’s mission and values |
| 1. To contribute to the development of the Big Life group |
| 1. To work in accordance with all policies and procedures of the Big Life group, particularly (but not exclusively) Health and Safety; Information Governance and Safeguarding |
| 1. To commit to your own personal development and attend training or development activities as required |
| 1. To work in accordance with all relevant legislation |
| 1. To undergo regular supervision and at least an annual appraisal |
| 1. To undertake any other duties as required, and as appropriate to the post |

**Minimum Training required for this post**

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| Course title | Needed for this post | Frequency | Other notes |
| Group induction | ✓ | Once |  |
| Mission and Values | ✓ | Once |  |
| Confident Managers | ✓ | Once | Discuss with line manager |
| Safeguarding training Adults and Children | ✓ | Every 3 years |  |
| Safeguarding for Managers | ✓ | Every 3 years |  |
| Designated Safeguarding Lead Training | ⬩ |  | Potentially dependant on team size |
| Health and Safety (external IOSH) | ⬩ | Every 3 years | Potentially dependant on team size |
| Health and Safety internal/briefing | ✓ | Annual |  |
| Information Governance | ✓ | Once | Annual refresh |
| Equality and Diversity | ✓ | Every 3 years | Updates as legislation changes |

Attendance at other training courses will need to be discussed with your line manager



**Person Specification – Team Leader**

The successful candidate must be able to demonstrate that they meet all of the following points below.

Key – Method of Assessment; A = Application form; I = Interview;

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| Area | Method of assessment |
| **1.Experience** |  |
| 1. Experience of managing staff or a project | A/I |
| 1. Experience of working with a range of service providers and stakeholders | A/I |
| 1. Experience of developing and improving services and projects | A/I |
| 1. Experience of effectively working under pressure in a dynamic environment | A/I |
| 1. Experience of managing clinical risk and safeguarding concerns | A/I |
| **2.Skills** |  |
| 1. Ability to effectively manage staff and teams | A/I |
| 1. Ability to successfully contribute towards bids and tenders | A/I |
| 1. Ability to effectively work with a range of people from different skills and backgrounds, both internally and externally | A/I |
| 1. Ability to write reports and communicate well in English | A/I/ |
| 1. Ability to use IT (Word and relevant software including databases) | A |
| **3.Knowledge** |  |
| 1. Knowledge of the barriers that service users face when accessing mainstream services | A/I |
| 1. Knowledge of the local area your service is based in (community groups, services available as well as local demographics) | A/I |
| 1. Understanding of common mental health problems and the basic principles of CBT |  |
| **4.Education** |  |
| Qualifications required for the post |  |
| 1. Relevant mental health/social work/qualification and/or training | A |
| 1. Maths and English GCSE ( or equivalent) | A |
| **5. Personal** |  |
| 1. Positive and outlook and a ‘can do’ attitude | A/I |
| 1. Personal resilience and flexible attitude in the face of difficulties | A/I |
| 1. Commitment to working towards the Big Life group’s missions and values including having a non-judgemental approach | A/I |
| 1. Commitment to personal development and willingness to regularly update skills and experience | A/I |

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| **LEADERSHIP COMPENTENCY** | **Method of Assessment** |
| **SHAPES AND MANAGES STRATEGY** |  |
| 1. Inspires a sense of purpose and direction | Interview |
| 1. Focuses strategically | Interview |
| 1. Interprets and analyses information (including financial) and opportunities | Interview |
| 1. Shows judgement, intelligence and common sense | Interview |
| **DRIVES RESULTS** |  |
| 1. Builds organisational skill and responsiveness | Interview |
| 1. Marshals professional expertise | Interview |
| 1. Steers and implements change and deals with uncertainty | Interview |
| 1. Delivers intended results | Interview |
| 1. Manages Resources | Interview |
| **BUILDS PRODUCTIVE RELATONSHIPS** |  |
| 1. Nurtures internal and external relationships | Interview |
| 1. Facilitates cooperation and partnerships | Interview |
| 1. Values individual differences and diversity | Interview |
| 1. Guides, coaches and develops people | Interview |
| 1. Skill sharing | Interview |
| **EXEMPLIFIES PERSONAL INTEGRITY AND SELF AWARENESS** |  |
| 1. Demonstrates the group values, professionalism and probity | Interview |
| 1. Engages with risk and shows personal courage | Interview |
| 1. Commits to action | Interview |
| 1. Displays resilience | Interview |
| 1. Demonstrates self awareness and a commitment to personal development | Interview |
| 1. Self Management | Interview |
| **COMMUNICATES and INFLUENCES EFFECTIVELY** |  |
| 1. Communicates clearly | Interview |
| 1. Listens, understands and adapts to audience | Interview |
| 1. Negotiates persuasively | Interview |
| 1. Influencing | Interview |