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| **JOB DESCRIPTION** |

**The purpose of this job description is to indicate the general level of responsibility and standards expected of the post. The detailed duties may vary or develop over time according to needs without changing the nature or level of responsibility of the post.**

**Job Title:** Team Leader

**Grade:** H

**Reporting to:** Service Manager

**Based:** Within the Swindon area

**Hours of Work:** Flexible working hours as part of a rota to meet requirements of the service. The rota pattern includes sleep-ins, evenings, weekends, and bank holidays.

**Job Summary:**

Alabaré, as a key partner within the Mental Health and Wellbeing Partnership, is seeking a dedicated and experienced Team Leader to support the delivery of our Crisis House service in Swindon. This service provides a safe and calm environment for individuals (Guests) experiencing mental health difficulties, with the aim of avoiding the need for acute, inpatient care.

The Team Leader will play a crucial role in supporting the Service Manager in the day-to-day operations of the service, providing guidance and supervision to the staff team, and ensuring that all regulatory, legislative, and internal requirements are met. The post holder will also contribute to the delivery of person-centred, trauma-informed care and support to Guests, promoting individual choice, independence, and agency.

**Key Responsibilities:**

**Service Delivery:**

* + Ensure the highest possible standards of person-centred, trauma-informed care and support are delivered to Guests in accordance with Alabaré's policies and procedures, and the aims of the Crisis House, promoting and supporting individual choice, independence, and agency.
  + Ensure that all Guest paperwork is completed, reviewed, and updated as required during their stay at the service.
  + Maintain clear and accurate records and documentation, and share information appropriately to manage and mitigate risks and optimise support.
  + Develop and implement support plans in collaboration with Guests and other professionals.
  + Develop collaborative safety plans in collaboration with Guests and other professionals, and identify and implement controls to maintain the health and wellbeing of Guests, staff, and other visitors to the service.
  + Liaise with professionals, friends, family, and other important stakeholders as required to support individuals during their stay at the service.
  + Support guests to access and utilise community wellbeing and recovery resources after their stay at the service.
  + Develop effective working relationships and communicate openly and honestly with Guests, friends and family, professionals, and other stakeholders.
* **Operational Duties:**
  + Assist with the management and review of referrals to the service, ensuring timely completion of safety assessments and communication of referral outcomes to referring professionals.
  + Provide signposting to other services for people that are not suitable for this service.
  + Support compliance of the team with internal policies, procedures, and codes of practice, as well as external regulatory and legislative requirements.
  + Ensure all safeguarding, health and safety, and infection control procedures are followed.
  + Ensure the service is effectively meeting Guests' individual support needs to enable them to achieve their outcomes and goals.
  + Represent the service at meetings and events as required.
  + Assist with preparation for service audits and inspections, and participate in these as required.
  + Assist with the development, review, and implementation of service risk assessments and Local Operating Procedures.
  + Contribute to an on-call rota and support the Crisis Houses out of hours.
* **Staff Management:**
  + Provide support and guidance to the staff team to ensure Guests receive safe, high-quality care and support.
  + Assist the Service Manager in the organisation of staffing hours and implementation of the staff rota to ensure the service always maintains safe staffing levels.
  + Identify training needs and support the professional development of support staff.
  + Participate in training as appropriate to maintain an awareness of current developments and best practice.
  + Support with the induction of new staff, ensuring effective training and supervision during their probationary period.
  + Support peer staff to utilise their lived experience in an appropriate, proportionate manner.
  + Be self-aware and reflective in managing your own mental health and recovery, role modelling wellbeing and practicing in a congruent manner.
  + Engage with our internal wellbeing at work process, having honest discussions around your needs and your wellbeing.
  + Utilise (where appropriate) your lived experience of recovery skilfully and tactfully to enhance trusting, safe relationships with people using the service.
* **Leadership and Partnership:**
  + Deputise for the Service Manager as required.
  + Promote a positive and collaborative team environment, fostering open communication and mutual respect.
  + Work collaboratively with other professionals and agencies, including the NHS, Avon and Wiltshire Mental Health Partnership Trust (AWP), Oxford Health, B&NES Swindon and Wiltshire Integrated Care Board, and Primary Care Networks, to ensure integrated and effective service delivery.
  + Uphold the Mental Health and Wellbeing Partnership values of focusing on recovery, valuing equity & integrity, doing what works, sharing learning, and leading change and transformation.
  + Contribute to service development and quality improvement initiatives.

**Person Specification**

*This section outlines the essential and desirable criteria for the role. Applicants must demonstrate how they meet these criteria in their application.*

**Essential**

* **Qualifications and Experience:**
  + Experience of working with individuals with complex mental health needs.
  + Experience of developing and implementing support plans and risk assessments.
  + Experience of liaising with a range of professionals and agencies.
  + NVQ Level 3 in Health and Social Care or willingnes to work toward this.
* **Knowledge and Skills:**
  + Excellent knowledge of mental health issues and best practice in mental health care.
  + Sound knowledge of relevant legislation and guidance, including safeguarding, mental health act, and care planning.
  + Strong leadership and management skills, including the ability to motivate, support, and supervise staff.
  + Excellent communication and interpersonal skills, with the ability to build effective relationships with Guests, staff, and other stakeholders.
  + Ability to work effectively under pressure and manage challenging situations.
  + Ability to prioritise workload and manage time effectively.
  + Good IT skills, including proficiency in Microsoft Office Suite and electronic record-keeping systems.
* **Personal Attributes:**
  + Demonstrated commitment to trauma-informed, person-centred care and recovery principles.
  + Ability to work flexibly and as part of a team.
  + Strong problem-solving and decision-making skills.
  + Ability to maintain confidentiality and professional boundaries.
  + A positive attitude and a commitment to continuous professional development.
  + Self-awareness and resilience in managing own wellbeing.

**Desirable**

* **Qualifications and Experience:**
  + Experience of supervising or leading a team.
  + Experience of working in a Crisis House setting.
  + Experience of delivering training or coaching to staff.
  + Experience of contributing to service development and quality improvement initiatives.
  + Lived experience of mental health issues and recovery.
* **Knowledge and Skills:**
  + Knowledge of the Mental Health and Wellbeing Partnership and its values.
  + Understanding of trauma-informed care.
  + Knowledge of local community resources and support services.