Pathfinder Mental Health Support Service Team Leader – Job Description, Person Specification & Competencies

Name of Employee	
Date of Issue	
Department/Location	Adur Pathfinder mental health support services
Reporting Line	Pathfinder/EWS Service Manager
Grade / Hrs / Duration	Grade 4
DBS – Level Required	Enhanced
Location/s	Adur - the role requires full-time work from a WSX Mind site as front-line service role. The role may require on occasion to work in other locations. Travel expenses paid for travel beyond specified service base/location. The role may also have some flexibility and homeworking may be occasionally possible.

Job Summary

West Sussex Mind WSX Mind) works within Pathfinder West Sussex which is an alliance of organisations working together to enable people with mental health support needs and their carers to improve their mental health and wellbeing. Within Pathfinder WSX Mind is funded to provide an ongoing service in Adur (at the Corner House), Littlehampton and Worthing. The service provides structured support helping individuals to identify what they need and what they want to achieve, and then supporting them to develop the confidence and skills to make this happen through individual and group support. The team uses a variety of channels and methods to engage, communicate with and support people: In person/face to face, by phone, by email, by text, through a video-call (for individual support) or video conference (for groups), through Facebook groups and by sign-posting service users to self-help resources on websites etc. Mental health support services work closely together with West Sussex Mind Help-point and Service Navigation and Social Activities and Support services to provide a seamless pathway of care and support to people who need help.

The role of the Team Leader is:

- To support the Service Manager in working collaboratively with SPFT and Primary Care Networks and other Pathfinder West Sussex Alliance members in Adur to develop, lead and run an integrated system of mental health support for local people in the area.
- To take day to day responsibility for the management and operations of the WS Mind Pathfinder mental health support services in Adur ensuring the highest standards of practice are maintained including overseeing safe provision of services at our sites.

- To work flexibly and in partnership with WSX Mind managers and services in all places and WSX Mind Help Point and Social Activities Manager to ensure that service users receive a seamless end to end support service and pathway of care.

Scope & Accountabilities

This role is responsible for management and supervision of staff working in the Adur Pathfinder Mental Health Support Service.

Key Tasks

1. To support the leadership of and take day to day responsibility for the management of staff and volunteers working for WSX Mind Service in Adur ensuring that they understand the vision, ethos and objectives of WSX Mind and its services.
2. To actively participate in the development and delivery of an annual service business plan reflecting both the organisations and the service's goals and aspirations for the year. To ensure services work within best practice.
3. To provide staff and volunteers with clear direction, with good supervision/annual reviews and performance management and to proactively manage any staff performance issues using WSX Mind policies as required.
4. To ensure staff and volunteers are effectively deployed and trained to meet the objectives of the services.
5. To be able to manage the complexities of the role on a day-to-day basis and having the ability to respond to the needs of the team, whilst managing own caseload and workload.
6. To support the Service Manager in ensuring that the building is adequately and safely staffed, including acting as the Building Manager and taking on other delegated duties where required.
7. To ensure that service user involvement is key in the development and delivery of the services, and that peer support and mentoring is embedded in all practice and development.
8. To support the Service Manager and at times take the lead in ensuring that the service proactively tackles inequalities and that the service user group reflects the diversity of local community.
9. To ensure all policies and procedures are understood by staff and volunteers under the line management, and that they are working within these policies and procedures.
10. To work collaboratively and flexibly with colleagues and services to ensure that all services function as effectively as possible and that people using WSX Mind MH services have the best and most seamless experience.
11. To support the Service Manager in ensuring the safeguarding of adults and protection of children in line with WSX Mind's policies and procedures.
12. To support the Service Manager and at times take the lead to proactively develop and maximise the involvement of volunteers in running the service.
13. To lead on the recruitment of staff in areas under their responsibility as required and ensure that WSX Mind recruitment policies are followed.
14. To ensure that staff in the mental health support service actively promote social activities, support (including peer mentoring & befriending) and volunteering opportunities to service users

15. To liaise closely with all services providing support for service users to ensure a seamless co-ordinated response to need and to agreed support plans.
16. To ensure there is good access to services, and that there is effective communications and co-operation in the care pathway, so clients receive a timely and seamless service.
17. To liaise closely with all services providing support for service users to ensure a seamless co-ordinated response to need and to agreed support plans.
18. To support the Service Manager in developing close collaborative relationships with Primary Care Networks, Sussex Partnership services and other Pathfinder providers to develop mental health support services in specified place to provide an integrated and seamless system of mental health support for local people.
19. To ensure staff under their responsibility are accurately and effectively recording service activity on Charitylog database and that reporting requirements are met, both for internal performance monitoring and to meet the information requirements of Pathfinder and other funders and contracts
20. To ensure that areas of responsibility within the service are managed within allocated budgets and, where required, give input around fund-raising for services.
21. To support the Service Manager in responding to any complaints about services in line with per the Complaints Policy.
22. To support the proactive development of services to meet changing or emerging needs and trends and in response to additional contracting or funding requirements
23. To support the development of the organisation as required, taking responsibility for any delegated areas of work across the organisation as required.
24. To be aware of Health & Safety regulations, particularly related to work surroundings.
25. Adhere to WSX Mind policies and procedures.

Person Specification - The specific skills, knowledge and abilities required of an individual to be able to effectively perform the role.

Essential Experience/Qualifications

- Strong evidence of previous training or learning (formal or informal) which relates to supporting adults who have mental health needs is essential for this role
- Excellent IT, digital and verbal communication skills.
- Some evidence of previous training or learning (formal or informal) which relates to supervising and or managing services or staff.
- Strong literacy and attention to detail in order to be able to translate service data and present reports that are representative of the service and WSX Mind.

Preferred Experience/Qualifications

- Relevant health, social care, management or related professional qualification is desirable

Professional & Technical Knowledge, Skills and Abilities

1. A manager, team leader or senior worker with proven knowledge, skills and abilities of leading a service, team or function; ideally in mental health organisation or in a related health, social care or housing service.
2. Significant proven knowledge and skills in working with people with mental health needs and/or carers, and knowledge of models and services to meet needs.
3. Committed to user led services, proactively increasing accessibility of services and tackling inequalities and a recovery focus model service delivery
4. Able to use significant knowledge and broad skills and abilities to lead and model good practice to guide and supervise staff.
5. Highly motivated and able to learn, willing to seek advice appropriately and accept supervision and training as required, to take responsibility for their own personal development.
6. Experience of developing or supporting services and teams.
7. Experience of working co-operatively and in partnership with other agencies to deliver a seamless system of support for people with mental health problems
8. Strong written and verbal communication skills, IT and digital skills and very high level of personal effectiveness.
9. Highly effective team player with ability to work effectively within management team and local partners and with excellent creative and problems solving skills

I have read and understood the Job Description, Person Specification and Competencies/Indicators required for my role and agree to fulfil the requirements of this role.

Signed: Staff member		**Date:**	
Signed: Line Manager		**Date:**	