

JOB DESCRIPTION
(To be read in conjunction with Person Specification)

**Team Leader
Community Links NHS HUB**

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| POST: | Team Leader |
| SALARY: | CL 25 - 27 |
| ACCOUNTABLE TO: | Service Manager |
| RESPONSIBLE FOR: | NHS HUB Services |

ORGANISATIONAL EXPECTATIONS:

Inspire North aims to provide a high-quality customer service adhering to the principles of best practice, promoting equal opportunities and working positively with diversity. Inspire North is an ambitious, forward-thinking organisation and you must be committed to developing and enhancing the services we provide.

Community Links as part of the Inspire North Group is a provider of mental health support services to socially excluded groups working with vulnerable and disadvantaged individuals and families. We deliver a range of creative services in partnership with organisations who share our values across sectors and communities.

The organisation expects all its employees to carry out their duties in a professional manner with a client focus, ensuring that respect and courtesy is shown to them, colleagues, other service providers and all those in contact with the organisation. You are expected to uphold the values and ethos of the Inspire North Group at all times.

We are proudly and actively anti-racist and as such, you are expected to drive the anti-racism agenda forward.

OUTLINE OF POST:

You'll support the Service Manager & work alongside the other Team Leader in the effective management and operation of the NHS HUB services, its staff, service users, finances and premises, and in the absence of the Service Manager may be delegated to take overall responsibility.

You will be supported to develop strategic leadership skills and, with service manager direction, take on responsibilities for representation of their contracts at a senior, strategic level. Key to this will be establishing and maintaining positive relations with commissioners, partners, staff and other service providers.

Of principal importance will be the delivery of high quality services & compliance with contractual obligations across all of the NHS HUB services The Accommodation Gateway, the Rehab & Recovery Team, Connect and Link-ED Peer Support Workers, the Community Mental Health Practitioner team and our Housing & Resettlement roles within our three Specialist Trauma Informed Resettlement Services (STIRS) in Emerge, Pathway Development Service and Discovery (an offender pathway).

You'll lead & support the team offering management support & supervision in line with our procedures, Clinical/service specific guidance & supervision will be delivered by LYPFT/ NHS service so it is essential that you'll be an effective link between services.

MAIN TASKS:

1. Work in conjunction with the Service Manager to support the management of NHS HUB Services.
2. Directly manage and supervise workers providing individuals/team with vision, direction, support and development opportunities in order that they deliver relevant and appropriate support. This will also include being responsible for their annual personal development reviews, inductions and probationary period assessments.
3. Contribute to the development, implementation, evaluation and review of the service policy and procedures and ensure the teamwork in accordance with them.
4. Provide leadership to staff and ensure appropriate delegation of responsibility.
5. Ensure that the service complies with its contractual obligations, understand and support the strategic development of the service and utilise this in representing the service at external leadership meetings and Clinical Governance.
6. Contribute to the development of service standards, monitoring mechanisms and support the team in meeting key performance indicators and quality standards.
7. Undertake managerial responsibility for the wider service in the absence of the Service Manager.
8. Provide reports and other documentation as required, including the collation and analysis of information to provide regular quarterly and annual monitoring reports.
9. Attend CPAs and professionals' meetings where appropriate undertaking specific pieces of work.

10. Be able to establish and maintain positive relations with partners, staff and other service providers.
11. Be a point of contact and advice within our partnerships in order to facilitate appropriate responses.
12. Liaise closely & help manage the relationship with Leeds & York Partnership Foundation Trust (LYPFT) to ensure our services have positive partnerships.
13. Ensure that client records and other information systems are completed accurately and within agreed timescales.
14. Ensure that our services undertake work which is meaningful, respectful, promotes self-determination and is in line with the individual support plans.
15. Engage with, and work closely with, LYPFT & other external partners.
16. To have an active leadership role in the wider Inspire North Group, by participating in Leadership forums/groups/events.
17. Represent individual services, NHS HUB, Community Links/Inspire North at external & internal meetings.
18. Contribute to the achievement of annually set individual and team targets
19. Keep up-to-date with policies, guidelines, procedures and practices.
20. Participate in team meetings and other meetings as required.
21. Participate in regular supervision
22. To provide Out of Hours Duty Manager on call cover when necessary via Duty Manager Rota
23. Represent Community Links in a knowledgeable and professional manner at all times.
24. Maintain appropriate professional boundaries at all times.
25. Identify own training and development needs in conjunction with your line manager and participate in training opportunities as directed.
26. Partake in Inspire North's Personal Development Review system.
27. Work with Information Governance lead Caldecott Guardian etc. to ensure systems and processes are GDPR compliant and in line with the IG toolkit.
28. Support the Inspire North Group in the completions of Data Protection Impact Assessments (DPIA's) to support the ongoing culture of GDPR compliance.

You may, be required to perform any other duties as the organisation may reasonably require. You undertake to work to the best of your ability and use your best endeavours to promote, develop and extend the group's business and interests.

Please note this job description is intended to provide a guide to the general duties and responsibilities of the role the post holder is expected to adopt a flexible approach to the tasks. It should not be regarded as a contractual document. It will be reviewed regularly and may be varied at the discretion of Inspire North.

Person Specification
Team Leader
NHS Hub Services

The person specification should be read in conjunctions with the job description. It is used at the short listing and interview stage to decide how suitable each candidate is to take on the role.

Community Links does not necessarily expect that each candidate will fulfil all the criteria listed in the Desirable column but any 'gaps' could form areas for development in the future.

| Approach | Essential | Desirable | Identified by: A=application I=interview E=exercise |
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| Demonstrate understanding and commitment to equal opportunities and diversity | ✓ | | A, I |
| Demonstrate a commitment and enthusiasm for working with our service user group | ✓ | | A, I |
| Able to build and maintain relationships whilst maintaining appropriate professional boundaries | ✓ | | A, I |
| Demonstrate a commitment to enabling and empowering clients to become actively involved in Community Links/Inspire North | ✓ | | |
| Demonstrate a willingness to participate in shaping the future of the organisation by taking on responsibilities and projects in addition to core workload | ✓ | | I |
| Demonstrate ability to work with conflicting demands and time pressures | ✓ | | A, I, E |
| Demonstrate an understanding of and commitment to our anti-racism agenda. | ✓ | | A, I |
| Knowledge & Skills | Essential | Desirable | |
| Good verbal, written and numeracy skills sufficient to be able to make accurate written records and communicate with people at all levels both verbally and in writing | ✓ | | A, I |
| Good technical literacy of Microsoft Applications e.g. Word, Excel, and Access etc. | ✓ | | A, I |

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| Good interpersonal skills including listening and display empathy | ✓ | | A |
| Creative, flexible and imaginative approach to working with people with mental health | ✓ | | I |
| The ability to motivate, negotiate and develop effective working relationships with both internal and external contacts and Partnerships | ✓ | | A, I |
| Ability to lead, motivate and develop staff | ✓ | | A, I, E |
| Knowledge and understanding of the skills required for the strategic leadership of a service. | | ✓ | A, I |
| Have access to a car for work purposes and hold a full current UK driving licence | | ✓ | A |
| Qualification in plain English Second Language e.g. Urdu, Polish, BSL | | ✓ | A |
| Experience | Essential | Desirable | |
| Proven track record of leadership & supervising skills, including individual development and performance management | ✓ | | A, I |
| Experience of working with client management systems ie, CMS, RIO,PARIS, CARE DIRECTOR etc | ✓ | | A, I |
| Experience of liaising and working in partnership with a wide range of professionals | ✓ | | A, I, E |
| Experience of working positively with complex stakeholder relationships | ✓ | | A, I |
| Demonstrate successful working towards individual, team and service targets | ✓ | | A, I |
| Experience of building and maintaining links with a wide range of services and stakeholders | ✓ | | A, I |
| Experience of mental health either as service user, carer, worker or volunteer. | | ✓ | A |