

|  |  |
| --- | --- |
| **JOB DESCRIPTION** | **Rustle Court & Moore House Team Leader** |

**1. Post Details**

Post Title: Team Leader

Location: Rustle Court, Harlow & Moore House, Waltham Abbey

Salary Scale/Grade: £26,000 p.a.

Line Manager: Lead and Deputy Lead Service Delivery Managers

**2. Job Summary**

Therapeutic optimism is at the heart of our work. Bridge believes that all clients with mental health problems can achieve and make positive changes to their lives as they move along their pathway of recovery.

The Rustle Court and Moore House Team leader will be responsible for the smooth running of the services based at Rustle Court and Moore House. The role will work closely with the Lead Service Delivery Manager, Deputy Lead Service Delivery Manager and will be responsible for

* Leading a 24-hour accommodation based support service for clients with enduring mental health problems
* In conjunction with Lead Service Delivery and Deputy Lead Service Delivery Manager’s they actively engage with and drive forward the Essex County Council referral process with an emphasis on minimising voids
* Leading the schemes to support staff to assist clients to move on and progress along their individual recovery path within a 24-36 month period
* To lead the Team to
  + Enable clients to identify and define their own goals and work towards being as resilient and independent of services as possible, reducing their reliance on medical interventions and hospitalisations
  + Provide focused outcome based support measured against clients’ goals, recovery and achievements
  + Provide support to clients with specific dual diagnosis needs
* To meet the needs of the service you will be expected to divide your time across both sites depending on the needs of the clients and staff
* From time to time, directly provide support in the scheme or in the community and/or provide keywork sessions for clients
* Where appropriate adapt and develop the service for a changing client group and keep fluidity within the development process

**3. Main Relationships**

* 1. To support the Lead Service Manager and Deputy Lead Service Delivery Managers in the delivery of the pan Essex services
  2. To develop and sustain positive working relationships with clients, staff, carers and partner organisations
  3. To develop community links and to liaise regularly with a range of agencies and individuals
  4. To establish and maintain effective working relationships with substance misuse services

1. **Main Duties**

### *Services to Clients*

* 1. Ensure the service is move on and recovery focused
  2. Ensure support staff deliver on their responsibilities as described by their job roles and performance objectives
  3. Ensure staff have a recovery approach to their work with clients, including but not exclusively:
     + Working with clients in an honest, non-judgemental and open manner, which respects the rights of the individuals and groups
     + Using Recovery Star and support plans to enable individuals to achieve their goals
     + Make use of local rehabilitation opportunities
     + Ensure robust move on plans are in place for all clients
     + Ensure robust risk assessments are carried out, documented and reviewed regularly
     + Enable clients to take positive risks to achieve maximum independence
  4. Ensure staff provide outcome focused support with specific emphasis on time defined targets as set out within Bridge’s outcomes framework for the service including but not limited to move on, crisis management and building resilience
  5. Ensure the provision of a holistic, needs led service, which takes into account, physical, psychological, emotional, social and spiritual needs of individuals and groups
  6. Work with staff team to monitor client progress against support plan outcomes
  7. Ensure high standards of practice from self and others within legal, ethical and professional parameters and openness to scrutiny from peers
  8. Ensure staff team and clients are fully informed and familiar with all Bridge Support practice and procedures with reference to the User Involvement Policy, Policies and Procedures Review Policy, Health & Safety Regulations and Equal Opportunities Policy
  9. Ensure staff team are fully informed, familiar and actively adhere to Bridge Supports Handover Policy ensuring accurate and reliable communication of relevant information across shift changes takes place face to face thereby ensuring the continuity of sage and effective working practices.

*Dual Diagnosis*

* 1. Maintain positive strategic relationships with substance misuse services
  2. Maintain an integrated approach with other service providers to ensure comprehensive support to clients with dual diagnosis
  3. Ensure best practice in dealing with Dual Diagnosis is disseminated amongst the staff team and where appropriate to the wider Bridge team
  4. Support staff to assist clients without a formal diagnosis to seek support from substance misuse services

*Liaison*

* 1. Ensure effective working relationships are maintained to provide a quality service particularly with Essex Partnership University NHS Trust
  2. Maintain links developed with appropriate services, e.g. GPs, Social Services, Registered Social Landlords, or other relevant housing association or landlords, Community Mental Health Teams, Substance Misuse Services, Commissioners (where appropriate), leisure, educational or work activities
  3. Work with staff to provide information and signposting to relatives and carers where individual clients have explicitly requested the input and involvement of significant people in their lives
  4. Where appropriate maintain links with agencies involved in the criminal justice system including the Police, Anti-Social Behaviour teams and Probation Services

*Housing Management Liaison*

* 1. Work with the accommodation provider Notting Hill Genesis to ensure they fulfil their duties with regard to repairs, void works, fire safety checks and health and safety checks.
  2. Attend regular liaison meetings with Notting Hill Genesis
  3. Work with the Lead Service Delivery Manager and Deputy Lead Service Delivery Manager to resolve any housing management liaison issues

*Reporting*

* 1. Complete any monthly reports as per the timetable set by Essex County Council
  2. Ensure staff team complete outcome reports as per the internal timetable

*Referral*

Work with the Lead Service Delivery Manager, Deputy Lead Service Delivery Manager and deputise as appropriate to:

* 1. Assist in ensuring full occupancy through effective referral processes, awareness of client move on needs and liaison with Essex Partnership University NHS Trust, Essex County Council and Notting Hill Genesis
  2. Alongside Lead Service Delivery Manager actively assist in managing referrals and assessment procedures and practices to determine client eligibility for the schemes
  3. Assist in assessing prospective clients in a timely manner

**Organisation Management**

* 1. Alongside Lead Service Delivery Manager and Deputy Lead Service Delivery Manager, manage staff rota, take responsibility for monitoring staff whereabouts and have information ready to assist in the completion of monthly payroll returns
  2. Take responsibility for the induction of new staff at Rustle Court and Moore House
  3. Ensure staff team maintain all written records with up-to-date, clear, comprehensive and appropriate information in line with Bridge Support policy
  4. As agreed with the Lead Service Delivery Manager and Deputy Lead Service Delivery Manager facilitate team meetings

4.48 Attend supervision with Lead Service Delivery Manager and Deputy Lead Service Delivery Manager & psychological team debrief with Bridge’s contracted provider

* 1. Provide information for funding requirements and bids as necessary

4.53 Ensure that all complaints and compliments are dealt with according to Bridge Support Policy

* 1. Maintain up to date and accurate data and information as required both by Bridge Support and funders e.g. Outcomes reports
  2. Ensure information records regarding staff, sickness, absenteeism, annual leave, supervision etc., are maintained according to procedure and submitted within the required timeframes

**5. General Terms of Reference**

5.1 Ensure the implementation of the Diversity and Equality policy statement

5.3 Comply with Health and Safety policies and procedures

5.4 Ensure the implementation of the policies and procedures

5.5 Contribute to strategic direction of Bridge Support

5.6 Continue to develop professionally, participate in organisation wide training and take responsibility for self-directed learning specific to client groups and nature of the work

5.7 Carry out other relevant duties, commensurate with the nature and grade of the post, as required.

**Person specification**

|  |  |
| --- | --- |
| ESSENTIAL | DESIRABLE |
| * Good level of maths and written English | * Experience in service management |
| * Good standard of office administrative practices and procedures | * Joined up thinking |
| * Ability to work with multiple groups/agencies to deliver shared goals * Ability to plan, manage and prioritise a high workload to meet deadlines * Excellent communication skills – written and oral and negotiation skills * Good organisational skills * Able to show initiative * Attention to detail and accuracy * Unwavering commitment to confidentiality | * People management, including recruitment, supervision and appraisal * Problem Solving Skills |
| * An excellent understanding of equal opportunities best practice and the implications in managing service delivery |  |
| * Commitment to Bridge Support values and ethos * Able to self-manage and prioritise * Willing to be flexible and respond to priorities, as required * Willing to undertake training, as required. * Health & Safety practice |  |