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| **Job Title:** | Team Leader | compass-logo-cmyk |
| **Service:** | Harrow Elevation |
| **Reports To:** | Services Manager |
| **Purpose of the Role:**  The Team Leader will be responsible for the leadership and co-ordination of a number of work areas including the day to day running of the Elevation team, Hidden Harm provision, workforce training programme and the engagement and participation of young people. The post holder will also have line management responsibility for the Substance misuse Wellbeing workers. This role will work directly with named leads/substance misuse workers to implement, review and enhance the quality of service provision around substance misuse and hidden harm, mobilise peer support networks to share experiential learning and best practice. | | |
| **Outline of the Post:**  *The post holder will be expected to:*  **Service Delivery**   * Work with the Service Manager to ensure all service targets and KPIs are achieved, evaluating and improving service performance through Data Analysis to understand the key areas of focus such as notable trends or changes to deliver and/or user profile. * Use recording and statistical systems to collate and report data and to ensure that all administration, case recording, written reports etc. are maintained to high standards as described in the personal performance targets. * Undertake some internal audits across the service and to act on findings from audits. * Act as Health and Safety Lead within the service with the support of the Service Manager * Deputise in the absence of the Service Manager. * Support the function of the Harrow service where contingency planning is needed * Support in the implementation of integrated pathways and implementing new projects across the service to build an integrated health and well being hub. * Develop professional networks with other service providers in the local area through attending key meetings with partners and commissioners. * Lead on the engagement and participation of young people to inform service design and delivery; obtain feedback on services, provide volunteering opportunities, e.g. Health Champions and Social Work Students * To promote and support the use of digital services, including an interactive website.   **Leading and Managing People**   * Implement rotas/group schedules to Organise and co-ordinate the work of the Practitioners/Support Workers in order to deliver a safe and effective service. * Work in collaboration with the Service Manager to ensure all Compass practice guidance and models of clinical governance and evaluation are adhered to through sharing learning from incidents when leading Team Meetings. * Network with other Team Leaders within Compass in order to provide and receive support and act as a resource for staff within your own team(s) in terms of case management review and peer review. * Develop and disseminate information and advice about substance use and hidden harm * Working to develops staff through reflective practice in case management supervision. * Recruit and induct new staff members in accordance with the Compass Safer Recruitment Policy and Learning and Development Framework. * To provide specialist key knowledge around substance misuse and hidden harm behaviours to support the team in managing complex cases and contributing to organisation wide steering groups.   **Personal Responsibilities**   * Prioritise own workload within agreed objectives deciding when to refer to others as appropriate in accordance with Compass procedures. * Participate in the Compass appraisal system, matching organisational aims with individual objectives and undertaking training as required. * Take responsibility for their own and other’s health and safety in the working environment. * Complies with the policies and procedures of Compass. * Ensures that a professional service and image is maintained at all times. * Ensures their own actions support the equality, diversity, rights and responsibilities of individuals. * Promotes and adheres to equality of opportunity and diversity within Compass. * To adhere to Safeguarding of Children and Young People and Vulnerable Adults policies and procedures, sharing Compass commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults. * To undertake any evening or weekend working as required. * To carry out such other duties commensurate with the grading of the post which may be determined from time to time. * To carry out Team Leader responsibilities across all pan London service as appropriate. | | |

**PERSON SPECIFICATION**

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| **Qualifications, Experience and Knowledge:** |  |
| **ESSENTIAL** |  |
| **Qualifications**   * Degree or equivalent i.e. NVQ Level 4 in Health and Social Care * Specialist qualification or experience in working in substance misuse and hidden harm   **Experience**  **Leadership and Development**   * Delivering training packages. * Supervising and managing people through change/transition. * Undertaking individual or group staff supervisions both clinical and safeguarding. * Previous mentorship /preceptorship experience. * Delegating and supervising others.   **Operational Delivery**   * Working within a setting delivering services to young people * Supervising staff * At least 2 years of experience in a substance misuse/risky behaviour setting * Case management experience * Contributing to project development * Clinical auditing to inform evaluation of the service and identify areas for development. * Delivering services within a performance management framework * Contributing to the training and development of others * Working within a multi-disciplinary team * Implementing and maintain good clinical governance * Experience of Safeguarding children * Experience of partnership working and developing pathways * Leading teams * Involving users in the design of service   **Knowledge**   * Safeguarding children and adult’s guidance and legislation * Developmental needs of children and young people * Issues facing substance misusers, including appropriate medical interventions, social care and health setting * Knowledge around sexual health interventions, substance misuse and risky behaviours * Equality and Diversity guidance and legislation * Confidentiality, consent and mental capacity * Risk taking behaviour and the resulting problems * Data Protection guidance and legislation * NICE / CQC substance misuse guidance and quality standards * Fraser and Gillick competency * Computer package including Microsoft Office   **Personal**   * Ability and willingness to adopt a flexible approach to working outside normal office hours (evening and weekends) or at different venues depending on service need * Ability to undertake the demands of the post with reasonable adjustments where required * Ability to handle sensitive and confidential information and maintain discretion and confidentiality * Ability to travel across the borough of Harrow and/or other compass services or for training venues across the UK, where needed * Ability to work across Pan London Services as required. | |
| **`DESIRABLE** | |
| * Knowledge of local services and geography * RCGP Certificate in Substance Misuse – Level 1&2 * Confidence in challenging areas of practice within self and team * Developing and implementing action plans in order to meet specific national and local targets * Experience in incident management * Knowledge in Trauma informed Care approach | |
| **Key Competencies:** | |
| *The post holder must demonstrate strengths in the following competency areas:*   * **Leadership** – ability to lead, motivate, influence, delegate and supervise staff. * **Strategic Thinking –** able to identify and manage risk with an ability to elicit information in order to make an assessment of need. * **Interpersonal Skills –** excellent communication skills; both written and verbal with an engaging style to engage with children, young people, family and other key stakeholders. * **Team Player** – co-operative thinker who contributes fully to the local management team and wider Compass team. * **Autonomy** – ability to work independently, autonomously and as part of a team. * **Analysis Ability –** excellent analytical skills, able to analyse information and interpret data * **Confidence and Resilience –** able to deliver messages in a confident manner, with excellent presentation skills and group work skills. * **Creative –** ability to introduce change to enhance efficiency, with excellent organisational skills. * **Flexible & Adaptable –**positive attitude to dealing with change; flexible and adaptable and open to exploring new ideas. | |
| **Compass Values:** | |
| *The post holder must demonstrate exemplary behaviour in all Compass values, personifying the values and inspiring all staff to do the same:*   * Integrity: An unstinting commitment to honesty and openness in all our activities. * Valuing Each Individual: Respecting the needs of each person and helping them gain greater control of their life. * Being Solution Focused: Responding quickly and flexibly to current and emerging needs. * Consistent & Reliable Approach: Always delivering on our commitments. | |
| **Safeguarding:** | |
| *The post holder must demonstrate and share our commitment to Safeguarding:*   * Work proactively to safeguard and promote the welfare of children, young people and vulnerable adults. | |

Compass is committed to promoting the welfare of all those we serve, as well as complying with best practice in the application of safeguarding and we expect all staff and volunteers to share our commitment. As part of our safer recruitment process, an enhanced DBS check will be undertaken before appointment as part of our pre-employment checking process and will be rechecked as and when determined by Compass. For further information about what is required in this process please go to [www.gov.uk/disclosure-barring-service-check](http://www.gov.uk/disclosure-barring-service-check).

Compass is also committed to equal opportunities and expects all those employed or who volunteer to share our commitment.