

Job Title:	Team Leader	
Job Grade:	G	
Reports To:	Service Manager	

Service Overview:

Mental Health Support Teams (MHSTs) are a prevention and early intervention service designed to promote good mental health and wellbeing, and to provide support to meet the mild to moderate mental health needs of children and young people (CYP) in education settings.

MHSTs increase the CYPs mental health workforce and increase capacity to support pupils and students. Teams work alongside education staff to develop and embed a Whole School Approach (WSA) to mental health and wellbeing at all levels.

MHSTs have three core functions:

- Deliver evidence-based interventions for mild to moderate mental health issues
- Support the senior mental health lead to introduce/develop the WSA
- Provide timely advice to education staff, and liaise with specialist services to help CYP get the right support and stay in education

The service develops and delivers innovative methods to make a real difference to the lives of children, young people and families.

Job Purpose:

The Team Leader provides operational and professional leadership to a multidisciplinary Mental Health Support Team (MHST), ensuring the safe, effective and high quality delivery of early intervention mental health services for children and young people.

The post holder is responsible for the day to day management, supervision and development of the team, promoting evidence based practice, clinical excellence and continuous service improvement.

Alongside their leadership responsibilities, the Team Leader provides direct clinical support for children and young people with the most complex needs, coordinates care, builds effective partnerships with education and health colleagues, and helps ensure the service delivers positive outcomes while maintaining the highest standards of safeguarding, governance and confidentiality.

Key Duties and Responsibilities:

1. Operational

- 1.1** Take operational responsibility for the Mental Health Support Team (MHST) and ensure adherence to associated national and local performance targets.
- 1.2** Demonstrate outstanding leadership and management skills to ensure the ongoing development of staff and the service.
- 1.3** Contribute to the development of ideas and innovative practice and propose changes to protocols and procedures within the MHST.
- 1.4** Undertake thorough assessments of children and young people with emotional, behavioural and mental health needs, including risk assessments.
- 1.5** Coordinate evidence based interventions for children, young people and families with emotional, behavioural and mental health needs in individual and group settings.
- 1.6** Evaluate the outcomes of interventions with children, young people, families and others using standard routine outcome measures.
- 1.7** Exercise the appropriate use of independence, authority and autonomy to inform practice, together with consultation and supervision, making properly informed independent decisions and communicating them effectively to others.
- 1.8** Maintain accurate records of all contacts, ensuring timely input into the Client Information System.
- 1.9** Keep appropriate records with an awareness of legal requirements, guidelines and policy which balance confidentiality and effective information sharing to the benefit of children, young people and families.
- 1.10** Audit and evaluate service provision in line with operational and clinical need.
- 1.11** Manage and investigate complaints where required using root cause analysis.
- 1.12** Take responsibility for the development and maintenance of local policies, procedures and service level agreements.
- 1.13** Ensure that safeguarding children, young people, families and associated adults is maintained throughout service provision.
- 1.14** Ensure the application and development of local systems, processes and practices within the service are consistent with a whole team approach.

- 1.15** Support the Service Manager in the delivery of Compass' Clinical Governance framework, policies and procedures.

2. Developing and Maintaining Relationships

- 2.1** Develop robust pathways with specialist Child and Adolescent Mental Health Services (CAMHS) and other agencies to ensure the timely support and treatment of children and young people.
- 2.2** Collaborate with other Mental Health Support Teams to ensure consistency of working across the locality.
- 2.3** Be an active member of, and contribute to, local operational and strategic meetings to represent the service and organisation and build sustainable partnerships with priority partners.
- 2.4** Provide a leadership style which is underpinned by strongly held values around equality, diversity and openness, effectively building and maintaining relationships with colleagues across the organisation.
- 2.5** Champion multidisciplinary and multi-agency working, ensuring strong working relationships with partner agencies.
- 2.6** Lead and develop a cohesive team that works effectively together to find solutions.
- 2.7** Be a proactive member of the wider Compass management team and reflect Compass values.
- 2.8** Actively work towards developing and sustaining effective working relationships with partner agencies in accordance with Joint Working Agreements and Service Level Agreements.
- 2.9** Take ownership of and actively contribute to the development of sustainable partnerships, care pathways and shared expertise to promote effective information sharing.

3. Managing Resources

- 3.1** Oversee the collection and reporting of all clinical and operational data within the team.
- 3.2** Contribute to monthly and quarterly activity reporting through the collation, analysis and evaluation of performance data and meet local and national reporting deadlines.
- 3.3** Be a professional leader in the development of the Mental Health Support Team and support others to achieve best evidence based practice.

- 3.4** Lead, manage and integrate the key duties and responsibilities of the multidisciplinary team.
- 3.5** Take operational responsibility for the multidisciplinary team, including line management responsibilities such as managing performance, approving annual leave, managing attendance, completing and distributing duty rotas, annual appraisals, operational and practice supervision and identifying training requirements.
- 3.6** Effectively lead and line manage staff to deliver results, inspiring others to be positive in their everyday practice, service delivery and service development.
- 3.7** Ensure that all organisational policies and procedures are adhered to within the team.
- 3.8** Work effectively as part of a local leadership team led by the Service Manager and supported by colleagues to ensure the delivery of cohesive services across the locality.
- 3.9** Provide regular supervision, annual appraisal and individual performance reviews linked to service key performance indicators in accordance with Compass frameworks, policies and procedures.
- 3.10** Ensure adequate cover for the service throughout the year in collaboration with other members of the local leadership team.

4. Managing Self

- 4.1** Prioritise own workload within agreed objectives using your own initiative.
- 4.2** Take responsibility for own learning and professional development in line with Compass' Learning and Development framework.
- 4.3** Take responsibility for your own and others' health and safety in the working environment.
- 4.4** Promotes equal opportunity and diversity within Compass.
- 4.5** Ensure that confidentiality is upheld at all times in line with Compass policy.
- 4.6** Ensure safeguarding responsibilities are delivered in line with role and competency level.
- 4.7** Works in accordance with Caldicott principles and Data Protection principles and adheres to all relevant Compass policies, procedures and guidelines.
- 4.8** To act as a role model in applying good infection control prevention and control policy and practice within Compass.
- 4.9** Participate in the Compass performance review process and respond to agreed objectives.

Flexible Approach

- To undertake any evening or weekend working as required.

To carry out such other duties commensurate with the grading of the post as may be reasonably determined from time to time.

In addition to these functions the post holder is expected to:

5. In agreement with the line manager carry out such other duties as may be reasonably expected in accordance with the grade of the post.

Financial Responsibilities: None

People Responsibilities:

Responsible for the operational leadership, line management, supervision, appraisal, performance management and professional development of a multidisciplinary Mental Health Support Team, ensuring staff are supported to deliver safe, effective and high quality services.

Qualifications, Experience and Knowledge:

ESSENTIAL

Qualifications

- Relevant professional qualification (for example Social Work, Psychology, Psychotherapy or Nursing) or equivalent.
- Registration with the appropriate professional body (where applicable), such as the Health and Care Professions Council (HCPC) or Nursing and Midwifery Council (NMC), with a commitment to maintaining registration.

Experience

- Experience of leading and managing a team.
- Experience of providing evidence based psychological therapies, including Cognitive Behavioural Therapy (CBT).

- Experience of working with children and young people with mild to moderate and complex mental health needs.
- Experience of providing clinical or practice leadership within a multidisciplinary team.
- Experience of working collaboratively with Child and Adolescent Mental Health Services (CAMHS) and other partner agencies.
- Experience of working within community based mental health services.
- Experience of managing complex casework and making autonomous professional decisions.
- Experience of working in partnership with health, education, social care and voluntary sector organisations.

Knowledge

- Knowledge of Cognitive Behavioural Therapy and evidence based mental health interventions.
- Knowledge of current legislation relating to children and young people, including safeguarding, the Children Acts, Mental Health legislation, the Mental Capacity Act and the Human Rights Act.
- Knowledge of risk assessment and the management of safeguarding concerns and self-harming behaviours.
- Knowledge of a range of mental health models and child development.
- Knowledge of clinical governance, professional standards and evidence based practice.
- Knowledge of outcome measures, data collection and performance monitoring.
- Knowledge of equality, diversity and inclusion and the application of anti-discriminatory practice.
- Working knowledge of health, education, social care and voluntary sector services, with the ability to work effectively in partnership across organisations.

Personal

- Demonstrates effective leadership and the ability to motivate, supervise and develop others.

- Ability to provide professional and practice supervision.
- Excellent communication and interpersonal skills.
- Ability to establish effective relationships with children, young people and families.
- Ability to apply therapeutic skills when supporting children and young people with complex needs.
- Ability to build productive partnerships across multidisciplinary and multi-agency teams.
- Excellent organisational skills with the ability to prioritise workload and manage competing demands.
- Ability to analyse information and make sound professional judgements.
- Ability to recognise, assess and appropriately escalate risk.
- Ability to work under pressure and respond positively to changing priorities.
- Positive, flexible, adaptable and solution focused approach.
- Ability to use initiative and work autonomously.
- Strong IT skills.
- Commitment to continuous professional development.
- Demonstrates the Compass values of Acting with Integrity, Valuing Each Other, Being Solution Focused and Being Consistent and Reliable.
- Access to transport, or the ability to travel efficiently between community venues.

DESIRABLE

Qualifications

- Supervision qualification or willingness to complete a Postgraduate Certificate in Supervision.
- Accredited training in evidence based psychological therapies, ideally BABCP Accreditation.
- Certificate in CBT Supervision.

- Master's level qualification in a relevant discipline.
- Mentorship qualification or equivalent.
- Level 3 (or above) Leadership or Management qualification, or equivalent.

Experience

- Experience of working with looked after children.
- Experience of working within education settings.
- Experience of delivering CBT informed supervision.
- Experience of research, audit and service evaluation.
- Experience of service development and quality improvement.
- Experience of working in partnership with schools, pupil referral units, special schools, further education colleges and statutory services.

Knowledge

- Knowledge of service development methodologies.
- Knowledge of research, audit and quality improvement.

Personal

- Ability to influence others and support innovation, service improvement and organisational change.

Key Competencies/Personal Attributes:

The post holder must demonstrate strengths in the following competency areas:

- **Team Player** – able to work as part of a team, co-operate to work together and in conjunction with others and willing to help and assist whenever possible and appropriate.
- **Interpersonal skills** – able to develop, establish and maintain positive relationships with others both internal and external to the organisation.

- **Strategic Thinking** – able to identify and manage risk.
- **Confidence and Presentation Skills**– able to deliver messages in a confident manner, with excellent presentation skills and group work skills.
- **Communication skills** – excellent communication skills (both written and verbal) and ability to adjust communication style and content to the audience.
- **Resilience and Workload Management** – able to work under pressure, dealing with peaks and troughs in workload and see tasks through to completion when under pressure.
- **Flexible & Adaptable** – positive attitude to dealing with change; flexible and adaptable, and open to exploring new ideas.
- **Self-awareness** – ability to empathise with others, maturity to admit and rectify mistakes and strong degree of personal integrity to adhere to acceptable standards of behaviour.
- **Motivated** – highly motivated and reliable and organised to plan and meet deadlines and manage time effectively.

Compass Values:

The post holder must demonstrate exemplary behaviour in all Compass values, personifying the values and inspiring all colleagues to do the same:

We are Solution Focused

We believe in the art of the possible
We believe in being courageous and collaborative

We Act with Integrity

We believe our actions speak louder than words
We believe in asking for and offering help

We are Consistent & Reliable

We believe tenacity leads to success
We believe that no effort goes to waste

We Value Each Other

We believe in treating others as we expect to be treated
We believe everyone has something to contribute regardless of role

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.

Equality, Diversity & Inclusion:

The post holder must demonstrate and share our commitment to EDI:

- Actively support a safe, inclusive team culture where colleagues and service users of all backgrounds feel respected and empowered.

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.

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