

Job Description

Job title: Listening Lounge Team Leader

Location: Bolton

Hours: **Vacancy 1:** 37 hours (full-time)

Vacancy 2: 30 hours (part-time)

Hours are late afternoons and evening and include weekend working on a rota basis

Grade: Family Action Grade 3 lower

Service: BAND, Listening Lounge

Reports to: Listening Lounge Service Manager

Summary of job:

To work within the Listening Lounge Team, you will work holistically with individuals to plan, support and help individuals achieve the goals and outcomes that are important to them.

You will contribute to the ongoing development of team working and implementing of the Listening Lounge Model by sharing learning, listening sharing and responding to feedback from people who use the service, and contributing thoughts and ideas to team discussion.

You will provide leadership and line management to a small team of Support, Time and Recovery (STR) workers to support the delivery of a safe, effective and appropriate service

Work alongside the Service Manager to embed a one-team approach

Main duties and Responsibilities

1. To provide leadership, guidance, supervision and appraisal to a small team of STR workers.
2. To be committed to providing an integrated one team approach to people who use our service and to work as part of a team to provide support to people using the Listening Lounge
3. To support STR workers to develop excellent recording and risk management skills.

4. To provide support and advice to staff around safeguarding issues and work closely with Service Manager on complex issues.
5. To support workers in delivering targeted work with individuals to plan their support and achieve the goals and outcomes that are important to them, and to work with the wider Listening Lounge team to support the development and implementation of an action plan to support the individual.
6. To monitor outcome tools and analyse relevant data to support the Service Manager in delivering on KPI's as required. To produce outcomes focused reports which evidence achievement and to adhere to timeframes at all the times.
7. To be responsible for the Health and Safety of STR workers on a day to day basis, including ensuring local policies and procedures are adhered to.
8. To develop and maintain networks with other organisations and agencies in order to strengthen safe working practices for service users, in line with organisational and local policies and processes
9. To maintain accurate case records and up-to-date case files using the agreed case management and recording system (currently INFORM). To ensure information handling is compliant with GDPR law and FA policies and procedures.
10. To manage risk and safeguarding effectively; closely monitoring all higher risk cases and routinely updating the Service Manager and other agencies as needed.
11. To attend and when required to chair team meetings.
12. To make a commitment to regular supervision, including the ability to be responsive to critical challenge, advice, feedback and direction.
13. To have an understanding and to comply with, Family Action's procedures for promoting and safeguarding the welfare of children and vulnerable adults.
14. To deputise for the Service Manager as and when required.
15. Share Family Action's vision for service user participation and co-production with children, young people and adults, and to work with the Service Manager to increase the opportunities for service users to influence and shape the way service is designed, developed and delivered.

16. To ensure the implementation of Family Action's Equality & Diversity Policy and Ethical Policy in every aspect of your work and positively promote the principles of these policies amongst colleagues, service users and other members of the community.
17. To comply with Family Action's Health and Safety Policy, Data Protection Policy and to protect your own and others' health, safety and welfare.
18. To work flexibly as may be required by the needs of the service and carry out any other reasonable duties as required. To be able to travel within the city and occasionally outside the Leeds for training and networking opportunities.

Person Specification

Education, Qualifications & Background	
1.	Qualification at level 4 or above in Health, Social Care or Mental Health or demonstrable experience of working in related field and a commitment to continued learning and professional development
Experience	
2.	Experience of working in a mental health setting
3.	Demonstrable experience of supporting staff or volunteers in their role, or taking a lead in a specific service area
4.	Experience of conducting strengths based, holistic assessments and developing personal action plans, reviewing and monitoring progress and managing positive endings
5.	Experience of working in person centred, solution focused manner
6.	Experience of using evidence based approaches such as motivational interviewing
7.	Experience of robust and appropriate approaches to assessing and managing presenting risk
8.	Track record of partnership, collaborative and multi-agency working
Knowledge & Skills	
9.	Strong interpersonal, consultation and holistic assessment skills.
10.	Knowledge of mental health conditions and strategies to improve health and wellbeing, plus an understanding of the social and emotional determinants to mental health and the impact of ill health, deprivation and discrimination on communities and individuals.
11.	Working knowledge of mental health systems, welfare benefits systems, housing systems and welfare grants and the ability to signpost service users. Knowledge of the local area and community resources.
12.	Knowledge, understanding and experience of implementing safeguarding processes and procedures appropriate to the level of risk
13.	Skills, knowledge and aptitude for managing professional relationships including managing conflict and change
14.	Effective communication, presentation and record keeping skills, with the ability to collate data in accessible formats for service users and write comprehensive reports for a variety of stakeholders.

15	Excellent ability to work autonomously to effectively plan and prioritise work, adapting to new models of working in a confident and professional manner.
16	Proficient in Microsoft Office and client management systems, with strong IT and administration skills.
Values	
17.	<p>Able to evidence Listening Lounge and Family Action values at all times, which underpin the work we do:</p> <ul style="list-style-type: none"> • Being people focused • Reflecting a 'can do' approach • Striving for excellence in everything we do • Having mutual respect for everyone we work with, work for and support through our services
18.	Be committed to equal opportunities and uphold and comply with Family Action's Equality & Diversity policy in all aspects of your work, promoting its principles amongst colleagues, service users and other members of the community.
In addition	
19.	Ability to work hours in a flexible way, including evenings and weekends as required to meet the needs of the service.