

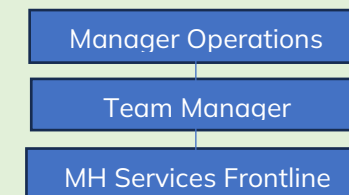
Role Profile – Team Manager – MHS

Support and lead a team of frontline staff delivering Mental Health Support to clients in the community.

The role will:

- Report to the Manager Operations and manage a team delivering frontline Mental Health (MH) Services.
- Act as a subject matter expert in the management and delivery of Southdown Mental Health Contracts.
- Lead a multi-disciplinary team responsible for delivering high quality Mental Health Services to clients in the community.
- Lead in The Southdown Way – uphold our values and create a psychologically informed environment.

Reporting Lines:



Key result areas:

- Provide excellent line management support to a frontline team, including delivering team meetings, appraisals, supervision, support with complex cases, and managing performance.
- Deliver an excellent service by implementing new service offers, work with clients, partners and commissioners to identify gaps in service provision, and supporting staff to work with clients on the changes.
- Ensure clients and staff safety by identifying risk and safety planning, completing incident reports and risk assessments, leading on safeguarding concerns, and escalating to clinicians and local authority.
- Ensure the service operates within a safe, psychologically informed environment by guiding staff through safeguarding processes and identifying service and quality improvement measures.
- Build and maintain stakeholder relationships by representing the service at provider events and forums, and contributing to contractual performance monitoring meetings with commissioning teams.
- Enable smooth running of the service by managing resources effectively, including timely recruitment of staff and budget management
- Lead contractual performance by reviewing and updating KPI and client data, coordinating compliance checks and sending data to commissioners and partners to ensure contractual obligations are fulfilled.
- Lead on resolving client complaints by initiating and negotiating informal resolution, signposting to formal procedures and escalating where needed.

Measures:

- Positive team dynamics and satisfaction
- Accuracy of service data and records
- Effective resource management – budget and employees
- Effective risk management of the service
- Ensure team deliver effective support that enable service outcomes, including timely interventions and effective caseload management.
- Ensure all team activities comply with regulatory and internal quality standards (e.g., safeguarding, data management).
- Positive feedback from both clients and external stakeholders

Knowledge of:

- The complex and diverse support needs of vulnerable people with MH needs or substance misuse.
- Safeguarding policies and procedures and risk management in relation to Mental Health Services

Experience in:

- Working in the VCSE Sector or MH Services with partnership working
- Leadership and managing a team with the ability to delegate, monitor performance and maintain team dynamics.
- Developing new projects and improved ways of working.
- Developing positive with internal and external stakeholders

An Enhanced DBS check will be required for this position.

We are a values-led organisation; they are at the heart of all we do. To bring them to life, we have developed a values-based competency framework. This has three levels. Below, you can find a brief description for each competency required for this L2 Competency role.

Value	Competency and Level	Description
 Force for good We're passionate about making a difference.	Corporate Responsibility (CR)	Integrate CR principles into and implement CR initiatives within area, and advocate for CR in the organisation.
	Ethical Decision Making	Incorporate ethical principles into decision-making, identify and address ethical issues, and promote ethical behaviour and standards within the team.
	Continuous Improvement (CI)	Apply CI methodologies to lead improvement projects, analyse performance data, and implement effective changes.
 Brilliant with people We're compassionate, inclusive, and welcoming.	Emotional Intelligence	Apply emotional intelligence to manage your emotions and those of your team, model emotional regulation, facilitate open communication and promote a positive work culture.
	Communication and Stakeholder Management	Exhibit proficient communication and stakeholder management skills by effectively engaging and employing active listening skills with diverse stakeholders.
	Customer Focus	Conduct thorough assessments of customer need and deliver tailored solutions.
 United Together, we can achieve so much more.	Teamwork	Facilitate effective collaboration within teams, resolve conflict, and ensure colleagues are engaged and contributing.
	Inclusivity	Integrate inclusive practices into operations, promote diversity, address bias, and ensure equitable opportunities for all.
	Shared Vision	Communicate and implement shared vision in your function, ensuring team activities align with it and that colleagues are committed to common goals.
 Trustworthy We're knowledgeable & act with integrity	Reliability	Manage resources effectively, anticipate potential issues, and maintain high standards of the team's work quality.
	Transparency	Maintain clear and honest communication with stakeholders, address concerns promptly, and ensure transparent decisions and processes.
	Personal Accountability	Model accountable behaviour and commitment to the team. Encourage colleagues to seek feedback and learn from experiences, and foster a culture of ownership and responsibility.
 Responsive We listen, learn and adapt.	Problem Solving	Use critical thinking to analyse problems, develop innovative solutions, manage change, and guide colleagues.
	Judgment & Decision Making	Exhibit proficient judgment and decision-making skills by independently handling moderately complex decisions.
	Planning and Organising	Coordinate team activities and resources, prioritising according to strategic goals.

Noted and Agreed: I agree to undertake the role and competency profile as part of my job responsibilities.

Name _____ Signature _____ Date _____