

Team Leader

Role Purpose

- To be a key part of the leadership team, ensuring the delivery of excellent services. Meeting service contractual requirements, key performance indicators and responding to internal and external (e.g., CQC) audits and reviews.
- To lead on, and coordinate, Recovery Practitioners, and support functions, including client engagement, treatment support and care coordination. Being the lead for the delivery and development of an evidence based therapeutic offer, which includes planned therapeutic, and brief, interventions being delivered in 121 and group settings.
- To work in partnership with stakeholders including service users, staff and volunteers, to co-lead the development and maintenance of a high-quality service that meet the needs, ensuring adherence with all Via policies, practice and principles.
- To take the lead in specific designated areas, supporting to deliver strategic and operational goals. Including deputising for any other manager when required.

Key duties and activities of the role

- Ensure a thorough understanding and excellent delivery of service SLAs, KPIs, and all other contractual requirements, identifying areas of poor performance, developing and implementing new processes and action plans to address underperformance or support new service developments where required.
- Ensure effective allocation and management of workforce resources, organising, coordinating and supporting the work of your teams. Including effective supervision, attendance and performance management.
- Engage in all required organisational and local governance expectations and meetings, either attending, ensuring attendance or chairing where required. Enacting effective communication between relevant functions, following up on any actions as required.
- Ensure that clear protocols across the service, including in satellite sites, are effective and appropriately followed in your areas of responsibility. Including supporting volunteers, peer mentors and service user representatives to take an active part in Via.
- Maintain and role model effective professional relationships with PHE and other commissioners, Directors of Public Health, and all other relevant stakeholders. Develop new positive relationships to support positive service and organisational impact.
- Ensure that your area of responsibility (including when deputising) is delivered in line with relevant quality standards as issued by NICE, CQC, Department of Health, Public Health England and any other relevant public bodies or organisations.
- Ensure the effective management and reporting of data and information within the service, maintaining accurate and timely records in compliance with Via Information Governance policies and procedures.
- Supporting the management of the service Risk Register and undertaking regular reviews or audits in your areas of responsibility. Identify areas of risk and take corrective action to reduce or eliminate risk.

- Ensure that all incidents, near misses and complaint reports are managed as expected, including effective investigation, with actions and learning completed in a timely way.

Person specification for the role

- Passion for and understanding of working with substance misuse services or with other socially excluded or vulnerable groups. With a proven ability to meet deadlines, record information accurately and in a timely way and to work calmly under pressure.
- Excellent leadership, team working, communication and interpersonal skills.
- Demonstrating a highly cooperative approach to leading and supporting colleagues and the whole team to deliver Service objectives.
- Good IT skills including use of Microsoft Office programs and digital meeting platforms and Case Management Systems like Nebula, System One or Theseus.
- A demonstrable understanding of the Health and Social Care regulatory requirements of the Care Quality Commission (CQC), National Institute for Clinical Excellence (NICE) and any other relevant bodies.
- The ability to communicate effectively, both verbally and in writing, in different settings (e.g., written, spoken, presented, etc) and with different groups of people.
- Demonstrable commitment to working in partnership with other professionals such as criminal justice agencies, community groups and other stakeholders to achieve good outcomes for our service users.

Responsibilities for all Via staff

- To work within Via values and ethos, supportively collaborating with all colleagues, and demonstrating active engagement with the wider organisation.
- To promote and deliver positive, inclusive and anti-discriminatory practices in line with Via policies, professional and sector requirements, and legislative frameworks.
- To act on all Safeguarding risks and concerns so that all statutory and organisational Safeguarding responsibilities are met and that all learning is shared.
- To always observe professional integrity and candour at all times and with all people.
- To comply with all organisational policies and procedures including GDPR and all Health and Safety policy and guidance, taking responsibility for your own safety and contributing to that of colleagues and others as applicable.
- To regularly participate in one-to-one / supervision sessions, objective setting and review, training, practice and learning forums. With a commitment to learning and to continuously improve everyone’s knowledge and skills.
- To work flexibly to enable the delivery of effective services. This may include flexibility across sites or flexible hours and any other duties that may reasonably be required.

Version Control				
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2.0	14/06/2023	FH	ELV	