

## Role Description for Community Recovery Team Leader

Reviewed 17 May 2022

### Main terms

Number of Roles	One role employed by Burton and District Mind
Hours:	30 hours per week, to be worked between Monday to Friday 9am-5pm (may include occasional evenings and weekends)
Contract:	Permanent (3 year contract)
Salary:	£24,000 per annum
Responsible to:	Chief Officer, Burton and District Mind
Responsible for:	1 Community Recovery Worker as line manager. First point of contact for 6 Community Recovery Workers.
Liaise with	Service Commissioner, CRWs, volunteers. Mental Health Practitioners from MPFT, people with mental health problems and their carers, other local mental health providers, external charities and other agencies who support people with mental health problems and the general public.
Based in:	Head office in Burton on Trent – some expectation to work from home, travel across Staffordshire expected
Annual leave	20 days plus bank holidays pro rota
Pension:	Pension scheme available
Travel:	Must have full driving licence and access to a car for travel for which reimbursement of out-of-pocket expenses is available.

### Background

Working as part of the new Community Mental Health Transformation Service, Future Focus, the Community Recovery Team Leader will support a team of six Community Recovery Workers to offer a range of flexible support to individuals with long term mental health problems across East Staffordshire, Lichfield and Tamworth.

The CRTL will advise and support CRWs with assertive case management, helping people with mental health problems towards recovery and independence. They will act as the point of reference for new participants and allocate cases to CRWs based on initial review. The CRTL will represent the team to partner organisations who employ CRWs at key meetings, and to referring agencies, and to Health Inequality forums. The CRTL will work with CRWs and the Contract Manager to provide contract reporting.

## Key functions of post

**Please note that this is a new post, and these functions may evolve as the service is implemented. This will be done in consultation with the appointed person.**

1. To support six CRWs with an agreed caseload of active service participants who have mental health needs across the agreed service area covering East Staffordshire, Lichfield District and Tamworth Borough (totalling around 180 participants at any one time).
2. To deputise CRWs if required and to ensure cover is arranged as required during staff leave.
3. To ensure the team are equipped to provide the service, having ICT equipment, for example.
4. To line manage up one FTE member of staff, this will include preparing and conducting one to one supervision to support their wellbeing, personal development and training.
5. To support six members of staff, who may be employed by partner organisations with assertive case management.
6. To act as an escalation-point when CRW are supporting with social interventions to reduce the wider determinants of mental health problems.
7. To ensure that CRWs are equipped with the ability to signpost and refer participants to appropriate services and projects within the partnership, MPFT, and external partner agencies for information and advice.
8. To ensure that CRWs are equipped with the ability to provide basic mental health support to participants including advice on wellbeing, sleep, diet, physical activity, and employment/education.
9. To work with the Development and Sustainability Team to identify gaps in local provision and community need to enable grant applications and community fundraising opportunities to close these gaps.
10. To reflect and share experiences and learning with the team as part of regular team meetings.
11. To build and maintain positive relationships with healthcare providers, charities and other agencies that contribute to the wellbeing of people with mental health problems.
12. To lead on the regular contract report as required by the commissioner in a timely manner to a high quality and accuracy.
13. To complete in a timely manner and a good standard all administration and reporting linked to the service including keeping a record of meeting dates and outcomes achieved.
14. To undergo any training relevant to the role either internally or externally. This will include training in the induction by MPFT and Burton and District Mind.
15. To uphold data protection, professional standards and safeguarding policies and report illegal activity as required and informed by training and policy.
16. Attend regular one to one supervision with the appointed line manager reporting on all areas of responsibility.
17. Undertake any other duties as delegated, which are deemed appropriate within the pay scale and responsibilities of the post and following consultation.

## Person Specification

### Qualifying Criteria

1. Enhanced DBS, with no offenses listed for a minimum of 12 months.
2. Two (2) references outlining ability to work with vulnerable people.
3. Able to homework and have appropriate internet access and appropriate space to allow for safe VDU use.

### Experience & Qualifications

4. One year of experience of supporting with people with mental health experience to recovery – this can include personal lived experience, as a carer of a person of mental health problems or working or volunteering for mental health services.
5. Recognised Lv2 qualification in Mental Health Awareness or equivalent qualifications or training.
6. Educated at A level Standards as minimum.
7. Understand and speak English – GCSE in English.
8. ICT skills at Lv2 or experience of working with MS Office and CRM databases.
9. Clean driving licence, use of a car and knowledge of Staffordshire's transport links.

### Knowledge

10. Awareness of the legal framework that unpins mental health and mental health service provision.
11. Understanding of the local safeguarding policy and processes.
12. Understanding of the importance of care planning and recovery.
13. Understanding of services and community assets available to participants and ability to build trusted partnerships with external providers.

### Qualities

14. Ability to maintain professional conduct whilst supporting people with severe mental health problems, sometimes with complex needs and demonstrating difficult behaviour.
15. Ability to support others in case management – which will include negotiation, problem solving, and motivation.
16. Ability to identify concerning and/or illegal behaviour and/or abuse, and able to report this in a sensitive manner to the appropriate team or officer.
17. Ability to reflect and respond positively to constructive criticism during one-to-one supervision and team peer sessions.

### Skills

18. Line Management experience.
19. Negotiation and communication skills, and willingness to present to groups and engage in public speaking.
20. Able to conduct health and safety risk assessments.

### Desirable:

21. One year minimum experience of line managing paid staff.
22. One year of experience of Learning Disabilities, Substance Misuse, or other psychosocial issues such as rough sleeping/homeless, violent offending or complex needs.

## Future Focus Job Descriptions and Person Specification

23. Experience of working within higher need mental health settings, recovery or rehabilitation services.
24. Knowledge of involvement and participation processes.
25. Awareness of Recovery Star, Recovery and Wellbeing Plans, or other mental health recovery programmes.