

Service Context

Adult Services consists of a 24-hour bed-based recovery-focused support service for people who experience MH disorders, as well as Mobile Residential and Mobile Medication services for those living in the community. The bed-based service deals with higher level acuity, with 24-hour support provided by appropriately trained, qualified support workers. Access to clinical staff is required to meet individual needs.

Role, Purpose and Scope of Role

The Team Leader role supports their Service Manager by providing direction and coordination to the services they are responsible for, ensuring all facets of clinical oversight, facilities and staff management that contribute to service user's recovery journey and that they experience consistent and professional care.

The Team Leader is available within the service under the direction of the Service Manager to model the delivery of clinically safe and professional care.

The TL role covers three core functioning areas of responsibility: -

1. Clinical Professional Knowledge applied in a clinical context via best practice methods including medication policy and procedure compliance
2. Staff Responsibility for and oversight of staffing matters, rosters and staff meetings
3. Facility Responsibility for and oversight of building, grounds, care/maintenance tasks including liaising with Property/Services team

Key Relationships

Accountable / Reports to

Service Manager (Adult Services)

Authority over

Staff in Adult Services teams

Key Result Areas

Programme Delivery

Key Responsibilities include:

- Medication Management Policies & Practices are adhered to
- Ensures individualised recovery plans exist and are regular assessed to limit access to more intensive SMHS's, are culturally inclusive and contribute to their recovery
- Makes sure service standards reflect policy and audit requirements
- Monitors and responds to incidents as they arise; and assists in progressing these to a suitable outcome
- Ensures an awareness of service status, needs, culture, pressures etc is maintained
- Gate keeps admissions & discharges by managing external enquiries & liaising with appropriate agencies to maximise care, planning and coordination of service access and user needs
- Guarantees that identified service areas (clinical, facilities, staffing) are managed effectively
- Is part of the duty On Call after day time hours and weekends roster.

Communication

Key Responsibilities include:

- Conflict/resolution processes are facilitated as needed
- Leads by example, works collaboratively with staff modelling clear communication culture re. feedback & supervision
- Makes sure timely and appropriate information is provided across services at all times.

Leadership

Key Responsibilities include:

- Exhibits, facilitates & supports clinical leadership & decision making within service area, modelling best practice at all time
- Supports and facilitates a team culture which is recovery focused and supports best practice
- Leads/models healthy, respectful professional relationships.

Reporting

Key Responsibilities include:

- ICIM is monitored to ensure currency and accuracy
- Incident/Accident reports signed off promptly with summary and outcome documentation completed
- Complaints are investigated and signed off in conjunction with the Service Manager
- Service monitoring and auditing requirements are timely and completed as requested/required
- Maintenance issues are accurately reported and followed up in a timely manner
- Facilities recording & management systems are current and effective to meet service needs
- With SM, develop, maintain service relevant forms/documents/ICIM boxes, to support service outcomes.

Teamwork

Key Responsibilities include:

- Participates fully in the consultative function of the Adult Residential Team
- Assists their team to achieve service objectives
- Provides professional health service advice and input to the Adult Services team.

Staff/Performance Management

Key Responsibilities include:

- Supervise/support their residential team
- With the SM performance mgt. of staff is timely, documented and follows good process
- With the SM performance appraisals are undertaken annually in a timely manner
- With the SM, support processes for staff replacement/recruitment, using HR for advice, support, documentation
- Monitor team rosters, leave and payroll needs, using HR staff for advice, support
- Plan completion of core organisational training for staff e.g. Medications, 1st Aid, Calming De-Escalation etc in conjunction with HR.

Working Environment and Physical Demands

Stepping Stone Trust aims to provide a safe workplace, where nobody is placed in an environment or asked to do anything which will result in physical or mental harm. Here are some of environments and potential hazards that might be encountered in this role.

*Those in **bold** represent the likely environments of this position*

Office	Residential facilities	Outdoors
Vehicle	Private home	Community

*Those in **bold** represent the likely hazards of this position*

PHYSICAL	BIOLOGICAL	TEMPERATURE
Hand and portable tools Mechanical handling Stacking and storage Transportation (car etc) Confined space / working at heights Ventilation Working at heights in walkways and aisles Equipment guards Energy isolation Noise	Insects Bacteria Animals (e.g. Rats)	Extremes of heat or cold Hot substances / products Fire hazard
	CHEMICAL	PHYSIOLOGICAL (Possible catalysts for stress and / or fatigue)
	Chemicals and other substances Mist and/or Dust Dangerous Goods	Times of increased intensity or duration of workload Organisational demands of work (e.g. 24-hour availability)
	RADIATION	Tight deadlines Provision of support to others during peak periods Shift work
LIGHTING	VIBRATIONS	
Lighting levels	Vibrating platforms	
ERGONOMIC	POWER SYSTEMS	EMERGENCY RESPONSE
Manual handling Work station set-up	Electrical Hydraulic	Responsible for items to be secured e.g. earthquake Evacuation routes

*Those in **bold** represent the essential physical requirements of this position*

TYPE	FREQ.	TYPE	FREQ.	TYPE	FREQ.
Stooping	O	Sedentary – sitting	F	Lifting / manual handling	O
Pulling	O	Kneeling	O	Grasping	O
Crouching	O	Typing	F	Crawling	R
Talking	C	Reaching	O	Hearing	C
Standing	O	Repetitive hand motions	O	Fine finger motions	O
Walking	F	Pushing	O	Driving	F
Climbing	R	Other – please record:			

Note: **C** = Constantly: 67-100%; **F** = Frequently: 34 – 66%; **O** = Occasionally: 1 – 33%; **R** = Rarely: 0 – 1%

*Those in **bold** represent the visual requirements of this position*

Close vision	Distance vision	Colour vision
Ability to focus	No special vision requirements	

Education and Qualifications

A relevant qualification – at least L4 Certificate in Health & Wellbeing or equivalent and at least 3 years' experience working clinically across a range of MH services.

Technical or Professional Knowledge, Skills and Experience

Required	<ul style="list-style-type: none"> • Experience, knowledge and utility of networking • Competent knowledge of office software systems e.g. Microsoft Office (Word, Excel, Power Point), E-mail, and exposure/awareness to Case Management systems, with the ability to support staff in these applications.
Desirable	<ul style="list-style-type: none"> • Confident using the Internet and web tools • Shows leadership ability to motivate and inspire a team to higher level of performance and best practice • Attitude – Compassionate & Caring / Honest / Optimistic / Professional / Resilient / Flexible • Tact / Discretion / Confidentiality • Excellent ability to problem solve. • Good health and fitness.

General Competencies (behaviours) and attributes

Alignment to Core Values	Alignment to the vision, mission and core values of SST
Teamwork	Maintains healthy team relationships especially with respect to handling conflict; aware of differences in personalities and the importance of positive relationships to achieve outcomes
Teachable	Desires to learn best practice; follows instruction
Communication	Develops rapport easily; addresses issues positively; competent in verbal and written communication
Team Fit	Aligns with team's values and composition; aware of own strengths and how they affect other people in the team

Verification

We agreed that this Statement of Accountability accurately reflects the key responsibilities of the position at today's date.

Manager's Signature:

Manager's Name:

Date:

Employee's Signature:

Employee's Full Name:

Date:

This Statement of Accountability will be reviewed at least once a year during the course of the Performance Review Meetings. Any changes which need to be made will be signed off by the responsible Senior Management Team member, and People & Capability.