

**Therapy Services Team Leader**

# Job Description

**Job Title**: Therapy Services Team Leader

**Accountable to**: Chief Executive

**Responsible to:** Head of Services

**Reporting to**: Therapy Services Manager

**Location**: Manchester (primarily located at Gaddum House, travelling to other delivery areas and sites as needed)

**Salary**: NJC scale 29, £25,440 p/a

**Hours:** 35 per week

## Job Summary

Therapy Services Team Leader is responsible for supporting the Therapy Services Manager in the operational management directly supervising teams including counsellors for Gaddum’s Therapy Services across Greater Manchester, primarily but not exclusively; Bereavement and Palliative Care services.

The role will carry a caseload and be responsible for supporting a system of referrals and allocations into the service.

## Job Purpose

* To provide line management support to staff within this team, ensuring effective case management and supervision.
* To promote and raise awareness of Therapy Services and its development and in particular the development of Gaddum’s Therapy Services across Greater Manchester primarily but not exclusively; Bereavement and Palliative Care services across.
* To support and work with Therapy Services Manager and the team to drive continuous improvements to service delivery.
* To support Therapy Services Manager in the development of therapy services across Greater Manchester.

## Duties and Responsibilities

## Management of staff

* Provide 1:1 supervision and casework support to the team.
* Identify training and development needs for supervisees as part of supervision and appraisal process.
* Undertake annual appraisals with the team.
* Support on the day-to-day management of the service in the manager’s absence as agreed with Therapy Services Manager.
* Allocate referrals as requested.

## Contract Monitoring

* To keep accurate and up to date casework records and statistical information.
* To contribute to the production of monthly and quarterly reports as requested and attend meetings when required.
* Report back to manager on the delivery of the service.
* To support Therapy Services Manager to ensure monitoring reports are completed by the team in line with contractual requirements.

## Development and Marketing

* To work as part of the Therapy Services Team to enhance development of Gaddum’s Therapy Services.
* Represent Therapy Services at meetings and events, as requested.
* Promote and market the work of Gaddum’s Therapy Services.

**Training and development**

* To keep up to date with relevant policy, legislation and case law relating to the role.
* Attend and participate in training as required.
* Engage in supervision – as both supervisor and supervisee.
* Participate in team meetings.

**Providing Case Work Support**

* Encourage and contribute to the development and accessibility of Therapy Services.
* To undertake assessments of need for service users, produce written assessment reports and reviews as and when required.
* To maintain a clear record of all activities with individual service users via the recording system used by the service.
* Assess and explore the need for training opportunities.
* Keep abreast of developments locally and nationally in relation to mental health and wellbeing.
* To work closely with the team to ensure coordination of the work and to the collection and sharing of relevant information.
* To work with the team in contributing to the development of Therapy Services and the wider strategy direction of Gaddum.
* Ensure the involvement and consultation of service users in the projects activities.
* Produce written and verbal reports as required, regarding work activities in order to inform planning, development of Therapy Services.
* Contribute to the newsletters, website content and to meetings.
* Maintain a general understanding of the work of the whole organisation, and attend staff meetings/events.
* Participate in joint activities e.g. World Mental Health Day, open days and other promotional activities.
* Provide information and advice to service users, potential service users and third parties using a variety of methods.

**Additional Duties and Responsibilities**

* Adhere to Gaddum Centre’s Safeguarding Policy and report any concerns regarding an individual’s safety.
* To undertake and maintain Risk Assessments for area of work in the programme.
* Promote the work of Gaddum Centre and safeguard its good name and reputation at every opportunity.
* Promote Gaddum Centre events and activities
* To adhere to Gaddum Centre Policies and Procedures.
* To be aware of personal safety and security when carrying out work.
* To promote the work of Gaddum’s Therapy Services.
* To maintain privacy and confidentiality in line with Gaddum Centre’s policies and procedures.
* All other duties reasonably associated with the role associated with the role.

The details contained in this job description, particularly the principal accountabilities reflect the content of the job at the date the job description was prepared. It should be remembered, however, that it is inevitable that over time the nature of individual jobs will change; existing duties may be lost and other duties may be gained without changing the general character of the duties or the level of responsibility entailed. Consequently, this job description may be revised from time to time.