



# Team Leader

(Salary as advertised)

**Harrow**

**37.5 hours per week**

**Permanent**

## 1. Main purpose of the role

This is a really exciting opportunity for an ambitious, dynamic, innovative Team Leader to support in leading the ongoing development of Harrow Recovery Centre, a WDP led integrated drug and alcohol service. We are looking for someone who is motivated to ensure service users achieve the best possible outcomes. You will support the service manager to drive forward a performance culture, with an innovative focus to ensure quality care, good practice, high performance and excellence in all areas of delivery.

As team leader you will be supervising staff, assisting in the day to day running and promotion of the service. You will oversee a range of interventions including assessment, key working, group work, BBV screening and other health and wellbeing interventions in order to support individuals to improve their physical and mental health. As part of the leadership team you will be key to delivering on Harrow's and WDP's strategic and business plans for the borough.

You will be able to demonstrate a track record of leadership, exceptional performance management, partnership development working as part of a management team. You should have a flair for bringing staff and service users together to deliver recovery outcomes for service users throughout the Borough.

You will work alongside other managers and the Service Manager on developing a broad range of recovery orientated, high quality services to ensure they meet our service users' needs and commissioner requirements, leading the service against CQC standards is essential for this role.

WDP are committed to the ongoing professional development of all our staff. Through joining WDP, you will receive a warm welcome, peer support, extensive training, regular supervision, & the chance to thrive in a lively and aspirational service.

## 2. Reporting and working relationships



### Our Values

Entrepreneurial ▶ In Partnership ▶ Community Focused ▶ Strong Belief in Service Users

[www.wdp.org.uk](http://www.wdp.org.uk)

<p><b>Reporting relationships:</b></p> <ul style="list-style-type: none"> <li>▶ <b>Reports to:</b> Service Manager</li> <li>▶ <b>Line manages:</b> Recovery Practitioners</li> </ul>	
<p><b>Working relationships:</b></p> <ul style="list-style-type: none"> <li>▶ Operations Manager</li> <li>▶ Commissioners</li> <li>▶ Peers</li> <li>▶ Direct Reports</li> <li>▶ Service Users</li> <li>▶ Carers</li> </ul>	
<h3>3. Role-specific responsibilities</h3>	
<p>3.1</p>	<p><b>To deliver value by</b></p> <ul style="list-style-type: none"> <li>▶ Ensuring staff (direct reports) have the appropriate support, training and guidance they need to carry out their duties</li> <li>▶ Implementing agreed policy and procedure to ensure robust cost control measures are in place and actively manage service delivery costs</li> <li>▶ Managing and coordinating efficient and effective deployment of staff across services</li> <li>▶ To contribute to sustainable growth of the organisation through identification of new areas of work and localised funding opportunities</li> </ul>
<p>3.2</p>	<p><b>To Ensure Safety by:</b></p>

	<ul style="list-style-type: none"> <li>▶ Implementing organisational policy, procedure and protocol across the treatment centre and satellites as required</li> <li>▶ Providing regular supervision and service audit to ensure delivery and clinical standards are maintained</li> <li>▶ Ensuring relevant service standards are met, (as a minimum) those laid out by the Care Quality Commission (CQC), National Institute for Clinical Excellence (NICE), and are offered in line with WDP policy and within the organisational clinical governance framework</li> <li>▶ Providing operational management and leadership through embedded systems of: supervision, appraisal, PDPs, induction, and ad-hoc support as needed</li> </ul>
3.3	<p><b>To Increase Effectiveness by:</b></p> <ul style="list-style-type: none"> <li>▶ Providing effective and consistent leadership and management to direct reports</li> <li>▶ Ensuring all interventions are provided in line with NICE guidance, (or other relevant clinical standards), and that practitioners are appropriately trained, supported and resourced</li> <li>▶ Providing regular updates to direct reports and peers on developments within drugs, alcohol and health and social care fields, and developing local training as appropriate</li> </ul>
3.4	<p><b>To Enhance Service User Experience by:</b></p> <ul style="list-style-type: none"> <li>▶ Ensuring high standards of practice are maintained with a constant focus on achieving the best outcomes for service users.</li> <li>▶ Working with peers and other HRC managers to improve the service in line with service user, carer and other stakeholder feedback</li> </ul>
3.5	<p><b>Contributing to the promotion and success of the Capital Card® scheme</b></p> <ul style="list-style-type: none"> <li>▶ Follow the process for enrolling all consenting service users onto scheme and rewarding points for appropriate interventions</li> <li>▶ Actively promote the scheme, the Companion App and local spend partner opportunities to service users at every opportunity</li> <li>▶ Attend relevant training as required</li> </ul>
3.6	<p><b>General accountabilities</b></p> <ul style="list-style-type: none"> <li>▶ To be an active and positive member of the team</li> <li>▶ To participate constructively and positively in staff and other meetings to promote and support communication channels within the organisation</li> <li>▶ To comply with WDP's policies and procedures</li> <li>▶ To comply with all health and safety policies and guidelines, taking responsibility for your own safety, that of colleagues and others as applicable.</li> <li>▶ To comply with Infection Prevention and Control policies</li> <li>▶ To observe professional integrity in relationships with all stakeholders</li> <li>▶ To treat all information acquired as a result of your employment at WDP as confidential, complying with all relevant policies and procedures.</li> </ul>

## 4. WDP's commitment to you

*WDP works within the following framework and requires all employees to do the same.*

4.1	<p><u>Equal Opportunities</u></p> <p>WDP is committed to promoting anti-discriminatory practices within society, its organisation and in the promotion of its services to the community. WDP expects all employees to understand, comply with and to promote its policies in their work and to challenge prejudice and discrimination and where necessary to undertake any appropriate training.</p>
4.2	<p><u>Recovery</u></p> <p>WDP is a recovery focused organisation. Our staff and volunteers are committed to helping our service users improve their health and wellbeing, and to become free from dependency.</p>
4.3	<p><u>Career Development and Progression</u></p> <p>At WDP we actively encourage career progression from the talent we have from within and we strive to provide not only promotional progression but to develop a specialist and lead responsibility roles with teams and other services within WDP.</p>
4.4	<p><u>Safeguarding</u></p> <p>WDP is committed to ensuring the safeguarding and wellbeing of children and vulnerable adults, and all applicants will be required to demonstrate understanding of and commitment to best safeguarding practice</p>
4.5	<p><u>Care Quality Commission (CQC)</u></p> <p>Many of WDP's services are monitored, audited and regulated by the Care Quality Commission (CQC), the independent regulator of health and adult social care in England. Whether or not a particular service is registered, we believe CQC represents the minimum standard we expect for all of our services. We therefore work with all of our staff to make sure that every WDP service provides people with safe, effective, compassionate, high quality care and we encourage our services to learn and improve.</p>

## 5. Your commitment to WDP

5.1	<p><u>WDP Vision, Mission and Values</u></p> <p>Promoting and understanding the values, vision and mission statement of WDP. To understand what it means to you in your respective role, to your team and to service delivery.</p>
5.2	<p><u>Vulnerable children and adults</u></p> <p>Demonstrating an understanding of and commitment to best safeguarding practice. Taking immediate and appropriate action as required.</p>
5.3	<p><u>Boundaries and behaviours</u></p>

	Observing professional integrity in relationships with service users, peers and other relevant professionals.
5.4	<p><u>Health &amp; Safety</u></p> <p>Being responsible for your health and safety and that of colleagues and service users. Employees should co-operate with management and follow established systems of work, use protective equipment where necessary and report defects and hazards to management. To comply with Infection Prevention and Control policies and procedures.</p>
5.5	<p><u>Confidentiality</u></p> <p>Treating all information acquired through the course of your employment as confidential and complying with all the appropriate policies, systems and procedures.</p>
5.6	<p><u>Information Governance</u></p> <p>Applying information governance processes to ensure all necessary safeguards are in place regarding personal information – and its appropriate use – about our service users, workforce and members of the public.</p>
5.7	<p><u>Continuous Professional and Personal Development</u></p> <p>Working within a learning organisation, seeking learning opportunities either by attending learning and training events either externally or internally to improve and broaden their knowledge and skills and develop the personal qualities required in their professional lives.</p>
<p><i>The above is an outline of the post holder's duties and responsibilities. It is not intended as an exhaustive list and may change from time to time in order to meet the changing needs of WDP.</i></p>	

## Person specification

E/D Measured by

Essential and desirable requirements (E & D) for the role and assessing and testing the necessary level of competence required for this role either via the application form (A); interview (I); and/or exercises (E).

**Please note** - applicants are asked to evidence their ability to meet each aspect of the person specification below, e.g. by highlighting relevant key achievements and duties held within roles.

<b>1.</b>	<b>Education, knowledge and experience</b>		
1.1	A minimum of two years' experience of leadership and management within drug or alcohol treatment services	E	A/I
1.2	A degree level (or relevant professional) qualification in a health and social care related subject	D	A/I

1.3	Experience of supporting individuals to achieve exceptional performance within large, complex multi-disciplinary teams	E	A/I
1.4	Experience of delivering leadership through change	E	A/I
1.5	A broad and deep understanding of the London Borough of Harrow, and the health and social care needs of those living within it	D	A/I
<b>2. Abilities and skills</b>			
2.1	An ability to coordinate resources to deliver recovery outcomes for service users within a challenging performance driven environment	E	A/I
2.2	The ability to manage complex processes and data for a range of audiences and articulate this information effectively to staff and volunteers	E	A/I
2.3	Excellent interpersonal and people management skills	E	A/I
<b>3. Working within WDP's framework of commitments to employees</b>			
3.1	A commitment to engaging with, understanding and promoting WDP's values, vision and mission.	E	A/I
3.2	An understanding of and commitment to safeguarding best practice.	E	A/I
3.3	An understanding of the importance of professional integrity in relationships with service users, peers and other relevant professionals.	E	A/I
3.4	A responsibility for your own health, safety and wellbeing as well as those around you (e.g. colleagues and service users).	E	A/I
3.5	An understanding of information governance processes and a commitment to follow and apply all necessary safeguards.	E	A/I
3.6	A commitment to seek learning opportunities to improve and broaden your own professional knowledge and skills and to contribute to and where relevant oversee the learning of others.	E	A/I
<b>4. Key competencies</b>			
4.1	As defined within WDP's key competencies framework for managers	E	A/I
<b>5. Equality, diversity, vision, mission and values</b>			
5.1	An empathy for and understanding of our mission, vision and values.	E	A/I

5.2	Commitment to equal opportunities and overcoming barriers to diversity and equality.	E	A/I
<b>6.</b>	<b>Circumstances</b>		
6.1	Able to travel as required for the role and attend meetings and other activities outside office hours	E	A/I
6.2	A flexible approach to workload.	E	A/I

Version Control				
Version number	Date	Authors		
		Initials	Initials	Initials
1.0	16/06/15	RL		
1.1	21/08/15	RP		
1.2	10/2015	MW		
1.3	07/2018	HR		
1.4	08/2018	VD		
1.5	22-11-2018	VD	JK	TS
1.6	14/12/2018	CG		