



Job Summary

The Team Leader in the West of the County for the East Sussex Floating Support Service will be one of eight Team Leaders for the Service.

The postholder will be responsible for supervising and managing a team of approx. 10 staff - Floating Support Workers and Groupwork Facilitators - working with the relevant Operational Service Manager to manage Floating Support teams that collaborate and share work, knowledge and skills, and provide practical support and cover for each other.

The role will include the ability to work with the Assistant Director, Senior Manager and Operational Service Managers to develop service provision, along with the responsibility for staff management, support work and monitoring. The postholder will ensure an empowering, innovative and client centred service is provided to meet the aims and goals of the service, clients, commissioners, and partner organisations,

Responsible To

- Operational Service Manager (West)
- Senior Manager, East Sussex Floating Support Service
- Assistant Director, East Sussex Floating Support Service

Responsible For

- Floating Support Workers (West)
- Groupwork Facilitators (West)
- Interns
- Sessional workers, bank and agency staff
- Students on placement

Significant Working Relationships:

- Clients
- BHT Sussex staff
- Floating Support Workers
- Groupwork Facilitators
- Operational Service Manager (East and East of West / West)
- Senior Manager, East Sussex Floating Support Service
- Assistant Director, East Sussex Floating Support Service
- Staff, interns and students for whom responsibility might be delegated from time to time.
- East Sussex County Council
- Local authorities
- Third sector partners
- Statutory sector partners

Duties / Responsibilities

Key responsibilities

1. To work closely with the Operational Service Managers to share and co-ordinate practice and support work across the Floating Support teams
2. With the Operational Service Managers, to be responsible for the efficient and effective delivery of the Floating Support Service, ensuring the delivery of an innovative, modern and client-focused service
3. To effectively co-ordinate and support the work of the Floating Support Team
4. To allocate clients appropriately to Floating Support Workers, monitoring caseloads and complexity
5. To manage and support Groupwork Facilitators to provide group sessions, and to develop materials and resources for the team to deliver planned group sessions with confidence.
6. To provide additional rapid response for urgent support and for higher risk clients/situations
7. To ensure support is delivered within the Service KPI targets, taking appropriate actions and communicating effectively with the Operational Service Manager
8. To support staff to remain persistent and avoid withdrawal of support where clients are reluctant to engage
9. To investigate disengagement, and further personalise our approach to maximise accessibility e.g. moving visit times/venue
10. To monitor and audit the quality of service provided to clients, encouraging and facilitating participation in service improvements and developments
11. To forge and maintain strong, positive and co-operative partnerships to best meet the target outcomes of the Service
12. To ensure the Service delivers a responsive approach to crisis situations and support interventions, which may include the need for flexible working hours
13. To monitor and report on relevant performance targets and take appropriate action as required
14. With the Operational Service Managers, to take responsibility for the health and safety of the Floating Support team
15. To ensure safeguarding is a key priority for all and that all concerns are robustly managed and reported according to BHT Sussex policies and procedures

16. To work with the Operational Service Managers to identify and put in place appropriate management plans for all risk factors associated with the operational activities of the team
17. To develop and encourage an empowering and client centred approach in all aspects of service delivery, using psychologically informed frameworks and reflective practice models.
18. To ensure meaningful client engagement and involvement is integrated across the Service
19. To represent the Service at relevant external meetings, groups and forums.
20. Responsibilities for disciplinary matters, grievances and complaints
21. To uphold and promote BHT Sussex's commitment to awareness, empathy and a personal commitment to addressing equality and diversity issues

Staff Management

22. With the Operational Service Managers, to recruit new staff.
23. To take responsibility for the induction, supervision and training of staff, volunteers and students.
24. With the Operational Service Managers, to develop training and skills plans for staff – in particular to support staff to work confidently with the needs of clients of all ages
25. To facilitate reflective practice sessions with staff
26. To arrange, attend and facilitate regular team meetings.
27. To undertake regular supervision sessions with staff and complete annual staff appraisals.
28. To adhere to BHT Sussex employment and staff management policies and procedures.

Support

29. To ensure clients receive high-quality support and advice.
30. To ensure effective needs and risk assessments are carried out and regularly reviewed, and that effective and reliable support plans are introduced and updated with all clients
31. To support staff with complex cases, attending review meetings and liaising with professionals where necessary

32. To participate in multi-agency reviews and conferences, including MARAC, MAPPA and safeguarding investigations
33. To develop and maintain a close network of communication, collaboration and co-operation with other agencies involved in working with clients
34. To promote the organisation's mission and values and ensure positive communications and engagement with key stakeholders

Administration and Monitoring

1. To ensure appropriate manual and computerised administrative systems are consistently used
2. To ensure the timely and accurate monitoring of outcomes and the provision of relevant reports and data.

It is the duty and responsibility of each employee to familiarise and comply with, BHT Sussex's health and safety policies and procedures. You are responsible for taking care of yourself to avoid injury to yourself and other persons who may be affected by your acts or omissions at work. You will be required to co-operate with BHT Sussex and others in meeting statutory requirements.

For confidentiality and data security: whilst working for BHT Sussex you may gain knowledge of confidential matters which may include manual, electronic personal and medical information about our Board Members, Staff, clients, residents or third-party contacts. Such information must be considered strictly confidential and must only be used for the purpose for which it was obtained for. Failure to observe BHT Sussex's GDPR & Data Protection policies and procedures could lead to disciplinary action. In addition, you must comply and handle personal data securely in accordance with BHT policies and procedures, including the IT Security Policy and Computer Use Policy.

Adherence to and ensure compliance with BHT Sussex's Safeguarding Policy and Procedure at all times. If, in the course of carrying out the duties of your role, you become aware of any actual or potential risk(s) to the safety or welfare of clients, these concerns must be reported to your line manager in the first instance.

Actively promote and live out BHT Sussex values of 'Inspiring Change'; 'Delivering Excellence'; 'Empowering People'; 'Being Accountable' and 'Collaboration'.

To assist with identifying and reviewing strategic risk, and to be responsible for the management of specific risks delegated to you from time to time.

No job description can cover every issue which may arise within the post at various times and the post holder is expected to carry out other duties from time to time which are broadly consistent with those in this document.