



Role profile

ROLE TITLE: Complex Needs Team Leader

REPORTS TO: Adult Services Manager

TEAM: Adult Services – Complex Needs

SALARY £34,224.00 Full Time Equivalent (Full Time is 37.5 hours/week)

CONTRACT TERM: Permanent

HOURS: Full-Time preferable (37.5 hours week over 5 days). Minimum 30 hours/week over 4 days

Summary of role:

The Complex Needs Team Leader will be an important part of Oasis' Management Team, providing motivational, collaborative and trauma-informed management and leadership to the Adult Services Complex Needs team. Oasis Project is a Trauma Informed accredited organisation and its adult services provision is CQC registered, with a rating of 'good'.

The Team Leader will provide regular supervision, guidance and support to a team of Recovery Coordinators offering responsive and accessible, high quality substance misuse treatment interventions to adult women experiencing problems with drugs/alcohol often alongside co-existing issues such as poor mental health, inadequate housing and economic disadvantage. The post-holder will hold their own limited caseload of women with a substance misuse need.

The post-holder will have previous, proven experience of managing teams. The role requires flexibility in their response to the demands of the service, as well as a willingness to offer support and guidance to the wider Adult Services team. This role requires an empathetic and trauma-informed management approach keeping in mind the busy and demanding nature of the work undertaken by the Adult Services team. The team leader will provide encouragement and support for staff in their professional development, as well as leading team meetings to ensure they are participative and effective and contribute to the overall development and performance of the service.

The Team Leader will work alongside the Family Team Leader and the Adult Services Manager to deliver effective partnership working with our contracting partner, CGL, and other provider organisations in the City. The Team Leader will be part of ensuring the service adheres to CQC requirements and best practice guidelines, and is meeting performance and quality assurance targets.

The Team Leader will have experience and expertise in safeguarding vulnerable adults and children and be familiar with local processes.

Key competencies

Management and Leadership

- Lead and motivate the adult services team, championing and maintaining a positive culture within the service.
- Provide supportive and empathetic leadership within the Adult Services Team, reflecting an accessible and collaborative approach to leading a team and modelling this approach to working with clients in recovery
- Show a proactive and positive approach to building a rapport with the adult services team members, reflecting authentic consistent leadership both with those line managing and the wider Adult Services team.
- Provide management support to substance misuse workers in the adult services team, to include effective monthly management supervision, target/objective setting, annual appraisal and support for training and development.
- Organise and facilitate team meetings - including a weekly risk management meeting and weekly Complex Needs team meeting
- Represent Oasis at CGL meetings including weekly Team leader meeting (attended on rota basis) and report back to the team partnership updates as necessary
- Meet regularly with Adult Services Manager and Family Team leader to ensure co-ordinated, effective management and delivery of Oasis' adult service
- Deputise for the Adult Services Manager in their absence
- Attend and participate in bi-monthly Oasis Managers' Forums
- Role model organisational values within the team and wider organisation, and to external partners.

Service delivery

- Undertake assessments and hold a small caseload of clients in treatment.
- Develop care/recovery plans with your clients and support them to achieve their treatment and recovery goals.
- Support clients to overcome barriers to accessing support through effective problem solving, partnership work and signposting to relevant services.
- Deliver and uphold principles of trauma-informed care within practice, showing a clear understanding of these principles in working practice.
- Demonstrate a clear understanding of safeguarding processes and procedures and support others to use these systems in their own practice.

Practice Development

- Develop and deliver training both within Oasis and to external agencies as needed.
- Develop excellent working relationships with colleagues in Oasis as well as key stakeholders and partners working outside the project.
- Work with partners to improve identification of those affected by drug and alcohol use.
- Participate in MARAC as needed, representing Oasis/CGL and communicate actions as appropriate to Oasis and CGL staff.
- Gather feedback from service users about the service on a regular basis as part of Oasis' Service User Engagement processes.

- Participate positively in the implementation of new working methods and practices as required;
- Reflect on and developing own practice- identifying areas for development in learning.
- Be willing to take on management of tasks and people as the role/organisation develops.
- Make effective use of supervision (monthly management supervision and monthly group clinical supervision provided) - showing ability to be self-reflective and open, as well as identifying client risks, any challenges within the team.

Monitoring and evaluation

- Maintain and ensure all monitoring and recording systems and business processes are kept accurately and up to date at all times.
- Ensure contract monitoring deadlines are met, reflecting a clear understanding of how to meet these deadlines and systems used by Oasis on the Nebula database i.e. Treatment Outcome Profiles.
- Ensure accurate notes are recorded and appropriate communication is made to agreed professionals.
- Ensure the services on offer meet the needs of clients of differing abilities, different cultural groups and ages.
- Contribute to the review and development of Oasis' services.

General accountabilities

To meet all other expectations of the role by demonstrating commitment to the vision and values of Oasis and your own professional development and by following and adhering to all policy and procedure within the organisation.

PERSON SPECIFICATION	Essential / Desirable
QUALIFICATIONS / TRAINING	
Social Work Qualification, Nursing Registration (RMN,RGN), AND/OR at least 2 years' management experience in a Health and Social Care organisation	Essential
Evidence of professional/clinical knowledge gained through continuous professional development evidenced by further training/additional qualifications	Desirable
EXPERIENCE	
Significant (at least 3-years) experience of working in a multi-disciplinary team and participating in multi-agency relationship building and working	Essential
Experience of managing a team of staff/volunteers, including provision of management supervision and appraisal and facilitation of team meetings.	Essential
Experience of working with women with multiple and complex needs, and knowledge of gender inequalities which affect women	Essential
Knowledge and experience of working with substance Misuse treatment and recovery knowledge, showing knowledge of local systems/pathways, and partner agencies.	Essential
An understanding of current issues related to substance misuse and families	Essential

experiencing problems	
Demonstrable experience of safeguarding children and vulnerable adults legislation and processes, including MARAC	Essential
Experience of delivering training and coaching and facilitating groups	Desirable
Experience of working in a trauma-informed way	Desirable
Experience in developing effective strategies to engage 'hard to reach' clients	Desirable
KNOWLEDGE and SKILLS	
Leadership: Confident at taking responsibility for own behavior and relationships with all partner organisations and stakeholders	Essential
Leadership: Can confidently contribute to Oasis' strategic direction	Desirable
Communication: Demonstrates respect, openness, clarity, approachability, responsiveness and confidence in all areas of communications	Essential
Communication: Has excellent IT skills and confidence at using MS office (including word, excel, outlook and powerpoint)	Essential
Teamwork: Is skilled at working successfully alongside others, showing proactive engagement, support for others, collaboration and openness	Essential
Problem solving: Is skilled at using creativity and innovation to solve problems and able to make critical decisions in a timely and considered manner	Essential
Problem solving: Is confident at managing risk	Essential
VALUES and ATTITUDES	
Possess a resilient attitude and work in a way that is reflective, adaptable and non-judgmental and adhere to professional boundaries at all times	Essential
Willingness and desire to work in an environment of continual change	Essential
Demonstrates an ongoing openness to learning	Essential
Strong commitment to equal opportunities and diversity	Essential
To be aware of best practice around confidentiality procedures and show clear understanding of data protection guidelines	Essential

****This role is only open to female applicants as being female is deemed to be a genuine occupational requirement under Schedule 9, Paragraph 1 of the Equality Act 2010.***

The post is subject to the satisfactory completion of a Disclosure and Barring Service (DBS - formally CRB) check at an enhanced level. This job description accurately reflects the present position; it may be reviewed and amended but only after a proper period of consultation.