

## Job Title – Team Leader (Redthread)

### Job Description and Personal Specification

<b>Role:</b>	Team Leader
<b>Place of work:</b>	Croydon University Hospital
<b>Hours of work:</b>	37 Hours – with regular evening and weekend shifts required. Shift patterns will be scheduled to ensure team cover from 9am – 9pm throughout the week. Weekend shift is 9am – 5pm.
<b>Contract type</b>	Permanent
<b>Salary/Grade</b>	Team Leader
<b>Reports to:</b>	Service Manager
<b>Level of screening:</b>	Enhanced DBS

### Who we are

Catch22 exists to help build a society where everyone has a good place to live, good people around them, and a fulfilling purpose. We call these our '3Ps'.

We achieve this in two ways. First, we improve lives on the frontline through delivery of public services. Secondly, we use our knowledge to change 'the system', to fix the complex web that can trap and disempower those it was set up to help. With the heart of a charity and the mindset of a business, we are uniquely placed to deliver on this challenging agenda.

Our Young People & Families (YP&F) Operational Hub delivers a wide range of integrated support services designed to help resolve complex difficulties experienced by young people and their families/carers.

Support is provided to people who find themselves in a range of circumstances; they may be missing from home or have emotional, housing or substance misuse issues. We also support families where parents/carers are experiencing domestic abuse, substance misuse, emotional issues, homelessness or unemployment. Whatever the situation, we work alongside young people and their carers to find a way of stabilising their lives.

### Where you fit in

Redthread is a hospital based youth work service, working alongside NHS staff and other professionals in emergency departments.

Our experienced, specialist youth workers engage with and support young people, aiming to reduce serious youth violence. We often meet young people at a moment of change and work with them to find a positive way forward.

We provide long-term, holistic support. We consider every aspect of a young person's life and build support around them.

The Team Leader role has responsibility for the operational oversight of Redthread's service at Croydon University Hospital in Croydon, London. The Team Leader will also have oversight of delivery of any community work undertaken in the surrounding area as well as local partnership development.

## **Main Duties & Accountabilities**

- To recruit, manage, motivate, coach and develop a staff team including carrying out annual appraisals and regular supervision meetings. To manage their health, safety and wellbeing.
- To promote and embed Catch22's vision and values in local service delivery
- To ensure all service user information, interventions and other data as required by the contract are recorded on the relevant data management system in line with Catch22's policy.
- To manage operational risk, health and safety, governance and safeguarding issues in line with Catch22, Catch22 and Commissioner policies.
- Carry out regular case file audits as per the Audit Policy and Procedure
- Be responsible for the allocation of referrals and ensure caseload management structures are in place
- Adhere to reporting requirements, deadlines and requests, ensuring all required information is recorded accurately as instructed.
- Take part in the evaluation for the service as and when required to.
- To ensure that the diverse needs and aspirations of all groups of service users are considered in service delivery and to enable all service users to fulfil their potential.
- To carry out such other relevant duties as may be required and as are commensurate with the nature and level of this post.
- Hold a small case load of high risk clients (maximum of 5) ensuring appropriate support is given to young people according to their need who are referred by means of effective assessment and care planning.
- Provide consultation, information and where required, training and presentations, to other professionals, family and young people from a range of settings.
- Work alongside and ensure effective relationships with Children and Families services (CFS) and other local agencies and treatment providers
- Liaise effectively with local partner organisations and other relevant agencies to ensure effective referrals, care and risk management as well as ease of transition and referral

for young people and to promote the continued joint work of the service and other partners

- To ensure meaningful participation and active co-production with service users and stakeholders.
- To promote services at local and national level, taking every opportunity to advertise positively the work of Catch22.
- Maintain and update professional knowledge and competencies ensuring that you and staff you manage are up-to date on all relevant Catch22 policies and procedures and are working in line with local and governmental frameworks.
- To manage your time and activities safely and effectively, to meet with the priorities and delivery requirements of Catch22; contributing to achieving the standards of care, quality and positive outcomes required
- To ensure effective communication and liaison with partner agencies and local groups.
- To ensure that young people, parents/carers/families have ease of access to a range of support mechanisms and services.
- To act as an ambassador for Catch22, upholding and promoting our corporate values.
- To support the work of the Redthread service, including within other hospitals and settings as required.

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### **What does good look like for this role?**

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- Service is delivered in line with contract requirements and all targets are met.
- Service is delivered safely, and risks/areas of underperformance are identified and managed appropriately.
- Outcomes are achieved.
- Service users have a positive experience and achieve their goals.

: Person Specification			
COMPETENCY	ESSENTIAL	DESIRABLE	ASSESSMENT
<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>Relevant level 3 or 4 qualification in health &amp; wellbeing, youth provision or similar or demonstrable equivalent experience</li> </ul>	<ul style="list-style-type: none"> <li>Training/group work – information education delivery.</li> <li>Management qualification or NVQ3 Health &amp; Social Care</li> </ul>	Application form and certificates
<b>KNOWLEDGE &amp; EXPERIENCE</b>	<ul style="list-style-type: none"> <li>Significant experience of working with young people with challenging needs.</li> <li>Experience of Inter-agency working. Work within/ in partnership with Children's and Family Services/ Youth Justice Services/ Youth services.</li> <li>Experience of delivering training to young people/professionals</li> <li>Working with young people in group and one-to-one settings.</li> <li>Knowledge of issues around risk and vulnerability amongst young people.</li> <li>An awareness of the current issues relating to at risk and vulnerable young people.</li> <li>Knowledge of engagement and intervention strategies.</li> <li>Knowledge of Children Act/LSCB Procedures and other appropriate youth policies.</li> <li>Understanding and experience of Performance Management with regard to practice and target achievement.</li> <li>Experience of using recording and data collation systems</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of support and referral agencies within Hackney and London</li> <li>Experience of delivering family work and interventions.</li> </ul>	Application form/Interview
<b>SKILLS &amp; ABILITIES</b>	<ul style="list-style-type: none"> <li>Clear risk assessment skills, particularly when working with young people with complex needs.</li> <li>Ability to work creatively within agreed management arrangements, and to maintain positive relationships with key partner agencies.</li> <li>Ability to manage conflict &amp; negotiation skills.</li> </ul>	<ul style="list-style-type: none"> <li>Experience of, and commitment to, involving service users in the development of the service</li> </ul>	Application form/Interview

	<ul style="list-style-type: none"> <li>• Experience and skills to lead a team, setting objectives and priorities, monitoring performance against agreed targets.</li> <li>• Reviewing skills in enabling staff to reach full potential and achieve targets through individual supervision, annual appraisal and learning development programmes.</li> <li>• The ability to contribute to ongoing service evaluation and review</li> <li>• Communicate well in a range of settings, with different people.</li> <li>• Good organisational skills (for self and others).</li> <li>• To be able to use a range of leadership styles as appropriate.</li> <li>• Work effectively in a team.</li> <li>• Manage conflicting demands.</li> <li>• To be able to adopt a flexible approach to all aspects of work.</li> <li>• Problem solving and a “can do” attitude.</li> <li>• Basic ICT skills.</li> <li>• Excellent verbal and written communication skills.</li> <li>• Attention to detail.</li> <li>• Understanding of spreadsheets, importance of monitoring and general knowledge of finance</li> </ul>		
<b>OTHER</b>	<b>Personal Qualities</b> <ul style="list-style-type: none"> <li>• A high level of communication, interpersonal and presentation skills.</li> <li>• Ability to liaise and work collaboratively with professionals from other agencies including commissioners, managers and key service stakeholders.</li> <li>• Ability to work effectively under pressure and with minimal supervision.</li> </ul>		

	<ul style="list-style-type: none"> <li>• Creative, flexible and able to work well with others in a team.</li> <li>• Honest and reliable.</li> <li>• Commitment to the organisation and also to their own personal and Commitment to diversity and implementing equal opportunities and anti-discriminatory practice professional development.</li> <li>• Commitment to enabling children/young people and their families to participate and achieve their full potential.</li> </ul>		
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