

<b>JOB TITLE:</b> Team Leader (East Midlands)	<b>REPORTS TO:</b> Senior Services Manager
<b>Accountable to:</b> Head of Clinical Services	<b>TEAM:</b> Clinical Services
<b>JOB PURPOSE:</b> The East Midlands Team Leader is responsible for ensuring the delivery of effective, responsive, safe and well led services across the area that identifies, screens, and provides interventions for people at risk of developing gambling related problems, problem gamblers and others affected by problem gambling. In addition to managing a team of treatment practitioners and support workers.	
<b>ACCOUNTABILITY:</b> Delivery of tasks and activities as agreed with the Senior Services Manager	
<b>RESPONSIBILITIES:</b> <ul style="list-style-type: none"> <li>• To provide day to day face to face and/ or remote support and guidance to a team of practitioners and support workers as well as deputise in the absence of the Senior Services Manager if and when required</li> <li>• To ensure that the treatment approaches , models and interventions delivered within the services in your area are appropriate, time-limited and effective</li> <li>• To be committed to working with problem gamblers and affected others</li> <li>• To contribute to the effective daily running and implementation of services</li> <li>• To support with operational planning, service development, performance improvement, partnerships and engagement</li> <li>• To ensure regular communication with practitioners delivering interventions from services across the area via video conferencing, phone and scheduled face to face meetings</li> <li>• To effectively support with coordination of referrals, assessment booking and allocation processes for face to face, group and online service delivery</li> <li>• To have oversight and respond to queries in shared inboxes in a timely manner</li> <li>• To be responsible for the coordination of staffing and rotas</li> <li>• To ensure effective case management</li> <li>• To ensure that data entry is inputted correctly and within agreed time limits</li> <li>• To be responsible for additional monitoring of safeguarding and complex cases</li> <li>• To deliver client-based interventions were necessary</li> <li>• To contribute to the submission of quality reports</li> <li>• To have oversight of service and staff performance and capacity</li> <li>• To ensure that data submission deadlines are met</li> <li>• To ensure a partnership and collaborative working approach with statutory services, local professionals and community groups</li> <li>• To work in collaboration with the other Team Leaders and Senior Management within the service and Directorate</li> <li>• To ensure effective communication and engagement with staff, and appropriate dissemination of information.</li> <li>• To provide effective leadership, supervision and appraisals to a team of Treatment Practitioners, Support Workers and Volunteers to ensure competence to meet and develop job roles.</li> <li>• To review any external communications with professionals</li> </ul>	

- To be able to undertake your role within the agreed base location and from your home (as and when required) or other remote location in a way that ensures strict confidentiality and GDPR compliance
- To sensitively uphold, as appropriate, GamCare's service procedures to clients, including client confidentiality, GDPR, risk management, data recording and management and the zero-tolerance policy of aggressive or violent behaviour towards its staff.
- To provide statistical information and engage in clinical audits, service evaluations and safeguarding as required.
- To be flexible to working evenings and weekends on a rota basis

***To be noted***

This is not an exhaustive list of duties and responsibilities; the post holder may be required to undertake other duties which fall within the grade of the job, in discussion with the Senior Services Manager

- This job description will be reviewed regularly in the light of changing service requirements. Any changes will be discussed with the post holder.
- The post holder is expected to comply with all relevant policies, procedures and guidelines, including those relating to Equal Opportunities, Health and Safety and Confidentiality of Information, clinical governance and research governance.

**PERSON SPECIFICATION: KNOWLEDGE, SKILLS & EXPERIENCE**
**Person Specification  
Team Leader**
**Qualifications**

A relevant professional qualification (NVQ Level 3/Diploma upwards) in Psychology, Mental health, Addictions, Social Work, Nursing, Health & Social Care, Public Health, Leadership/Management

**Experience**

- Experience of effectively managing staff
- Experience of managing a team that delivers intervention to vulnerable or complex cohorts
- Experience of working with vulnerable cohorts and complex clients
- Experience of delivering psychosocial interventions and working using a stepped care approach
- Experience of undertaking assessment, risk planning and developing care plans
- Experience in case management and discharge planning
- Experience and understanding of performance management and outcome measures
- IT literacy and experience in using Microsoft Office and case management systems

**Skills and Abilities**

- Awareness of diversity across clients (especially with regards to culture, religion, sexuality, gender and disability) and to ensure a sensitive, non-judgemental and non-discriminatory approach at all times
- Excellent written and oral communication skills
- Knowledge and experience of working with problem gamblers/ other addictions would also be desirable

**Circumstances**

- Ability to work on own initiative.
- Self-confident and ability to display appropriate level of self-assurance.
- Ability to work flexibly to meet the needs of the service and travel as required
- Absence of an addiction problem for at least two years.
- No criminal record that prevents work with our client group or which would impact on ability to perform in the role or harm our reputation.
- Postholder must live within a reasonable and accessible distance to the service.