JOB DESCRIPTION

Wellbeing Team Leader PCN (Eastleigh)

Reports To:	Service Manager (Eastleigh & Winchester)
Direct Reports:	Primary Care Wellbeing Advisors & Peer Support Workers
Location:	Primary Care Networks (Eastleigh area)
Hours:	22.5 hours per week
Salary Range:	£17,975.68 to £20,340 per annum (£29,560 - £33,448 full-time equivalent)-Solent Mind Band D.

Solent Mind delivers Wellbeing services in Eastleigh and Winchester and is now expanding its offer to support the development of mental health and wellbeing services within Primary Care settings. The Team Leader will manage the Primary Care Wellbeing Advisors and Peer Support Workers based with GP practices across these areas.

Purpose:

Ensure effective day to day management of the team, working closely with the Service Manager to enable our services to run smoothly and respond to service-user needs.

- Provide effective support, development, supervision and appraisal of team members ensuring that their work meets the required standards.
- Support the day to day operational requirements of the service to ensure it runs smoothly and effectively, meeting Solent Mind quality standards.
- Oversee the work of the Primary Care Wellbeing Advisors and Peer Support Workers and liaise with key staff within the Primary Care Network regarding caseload management.
- Ensure patients are appropriately referred, assessed and supported, supporting Service Management on safeguarding and risk assessment processes and inputting/ utilising data within our CRM system (or equivalent NHS system) in line with caldicott principles.
- Proactively seek out ways to develop the service in conjunction with the Service Manager.
- Engage patients and community voices on the design and operation of our service, seeking regular feedback.
- Produce relevant reports as requested by the Service Manager, eg data or KPI.
- Work with the Service Manager to ensure staff are working within settings. ie GP surgeries, that meet our health and safety obligations.
- Share and implement learning with colleagues across Solent Mind.

General:

- Adhere to the aims, values, policies and procedures of Solent Mind, particularly safeguarding and health & safety.

This list is non exhaustive and other duties may be required to meet the needs of Solent Mind

PERSON SPECIFICATION

Wellbeing Team Leader PCN (Eastleigh)

Requirement	Essential or Desirable
Qualifications/Education/Training: (Minimum standard of education and professional qualifications (RQF level) required to achieve the purpose of the job to a fully satisfactory level) • Minimum of level 3 qualification or equivalent, or capability and willingness to work towards	Essential
Experience: (What type and depth of experience is required to perform the duties to a fully satisfactory level) • Experience of supervising a team of staff & volunteers • Experience of working with people who may be vulnerable with diverse and complex needs • Experience of working with IT systems including Customer Relationship Management Systems .	Essential Essential Essential
Knowledge/Skills/Competencies: • Understanding of the impact of mental health issues on individuals and communities. • Ability to problem solve and introduce and embed new ways of working • Awareness of safeguarding, equality, diversity and inclusion issues • Ability to self-reflect and learn from experience and specific situations • Excellent IT & Digital skills (MS Office and Customer Relationship Management Systems) • Excellent communication skills both verbal and written • Understanding of or lived experience of mental health issues	Essential Essential Essential Essential Essential Essential Essential
Other: • Commitment to Solent Mind's values. • Commitment to Solent Mind's Equal Opportunities and Diversity and Inclusion policies. • Willingness to undergo a relevant DBS Check if required.	Essential Essential Essential

Date job originated: October 2022
Date job reviewed: October 2023
Reviewing Manager: E White Ripley