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<b>Reports To:</b>	<b>Head of Service</b>
<b>Direct Reports:</b>	<b>Cognitive Stimulation Therapy (CST) Practitioner</b>
<b>Location:</b>	<b>Community venues across Hampshire and Southampton (locality-based deployment to minimise travel)</b>
<b>Hours:</b>	<b>20hours per week</b>
<b>Salary:</b>	<b>£15,978.38 to £18,080 per annum (£29,560 to £33,448 full time equivalent) - Solent Mind Band D</b>
<b>Contract:</b>	<b>Permanent</b>

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### **Purpose:**

To provide operational leadership for the Cognitive Stimulation Therapy (CST) service across Hampshire and Southampton, ensuring safe, high-quality and consistent delivery across multiple venues and facilitators. The Team Leader will oversee rotas, referral flow, quality assurance and performance reporting; provide supervision and competency support to practitioners; lead safeguarding and risk management processes; and maintain strong partnerships with MAS/OPCMHTs and other stakeholders to ensure continuity of care.

### **Key Duties**

#### **Leadership, operational management and service delivery**

- Lead day-to-day operations of the CST service, ensuring delivery aligns with the service specification, CST model fidelity and organisational policies.
- Develop and manage rotas to deliver concurrent CST cohorts across a large geography, balancing locality deployment, continuity, resilience and cover for absence.
- Coordinate the duty system/shared inbox and ensure referrals and enquiries are managed safely, consistently and within KPI timescales (e.g., timely first contact).
- Oversee cohort scheduling, venue selection and capacity planning; publish and maintain an annual/rolling calendar of groups and update quarterly in line with demand and commissioner review.
- Provide expert input to complex cases, suitability decisions and adjustments; support practitioners to manage challenging dynamics and retain participants safely.
- Where required, directly co-facilitate CST sessions to maintain clinical/practice leadership and provide additional delivery capacity.
- Ensure effective volunteer integration into groups, including role clarity, safe practice and escalation routes.

#### **Quality assurance, supervision and workforce development**

- Provide structured supervision to CST Practitioners (e.g., monthly one to ones) and facilitate regular team reflective practice focused on CST delivery, inclusion, risk and learning.
- Undertake and coordinate observed practice, peer observation and fidelity audits to ensure consistent session quality across facilitators and locations.
- Support induction, onboarding and competency sign-off for new practitioners and volunteers, including shadowing opportunities and use of service playbooks/templates.

- Identify training needs and coordinate dementia-specific and CST training; support continuous professional development and wellbeing at work.
- Contribute to recruitment, selection and probation management for roles within the CST team, ensuring safer recruitment practices are followed.

### **Safeguarding, risk management and governance**

- Act as the service lead for safeguarding practice within CST, ensuring staff and volunteers understand and apply safeguarding procedures, including recording and escalation pathways.
- Provide safeguarding advice and case consultation to practitioners; escalate high-risk or complex concerns to Designated Safeguarding Leads as required.
- Oversee incident, complaint and near-miss reporting; ensure timely investigation, learning and service improvements are implemented and documented.
- Ensure dynamic risk assessment is embedded in delivery, including clear pause/transfer criteria and liaison with referrers/MDT where safety concerns emerge.
- Maintain appropriate records and ensure lawful information-sharing practices in line with GDPR, organisational IG requirements and local multi-agency processes.

### **Partnerships, communications and stakeholder management**

- Serve as a key point of contact for partners and stakeholders, maintaining effective relationships with MAS/OPCMHTs, Adult Social Care, PCNs/social prescribers and VCSE organisations.
- Coordinate regular locality coordination touchpoints/meetings to support referral quality, reasonable adjustments, risk communication and continuity of care.
- Ensure clear communications to participants and carers regarding schedules, venues, expectations and support; promote equitable access and culturally sensitive delivery.
- Contribute to awareness-raising and engagement activity (e.g., pathway briefings, community events) to support appropriate referrals and reach.

### **Performance management, data and reporting**

- Oversee the use of the service CRM to ensure high-quality data capture for referrals, waiting times, attendance, outcomes, equality information (where appropriate), and incidents/complaints.
- Monitor KPIs and service performance using dashboards and routine reports; identify trends (e.g., DNAs, cancellations, geographic demand) and implement corrective actions.
- Prepare and contribute to monthly and quarterly reports and contract review meetings with commissioners, including narrative learning and improvement actions.
- Maintain a performance improvement approach when KPIs or quality indicators are not being met, including root-cause analysis and time-bound action plans.

### **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

## Cognitive Stimulation Therapy (CST) Team Leader

Requirement	Essential or Desirable
<p><b>Qualifications/Education/Training:</b></p> <p>Educated to a minimum level 2 standard or extensive relevant experience</p> <p>Accredited CST training and experience of delivering CST to model fidelity.</p> <p>Formal qualification in health/social care/psychology/leadership (or equivalent experience).</p>	<p>Essential</p> <p>Desirable</p> <p>Desirable</p>
<p><b>Experience:</b></p> <p>Significant experience working with people living with dementia/older adults, including group facilitation and person-centred interventions.</p> <p>Experience of supervising, coaching or leading staff/volunteers, including providing reflective practice and performance support.</p> <p>Experience in service performance reporting to commissioners or funders.</p> <p>Experience of implementing quality assurance processes (audit, observation frameworks, SOP development).</p>	<p>Essential</p> <p>Essential</p> <p>Desirable</p> <p>Desirable</p>
<p><b>Knowledge/Skills/Competencies:</b></p> <p>Strong understanding of safeguarding adults, mental capacity, risk management and safe information-sharing.</p> <p>Ability to manage a dispersed service across multiple venues, including rota planning and problem-solving in a fast-moving environment.</p> <p>Excellent communication and relationship-building skills with participants, carers and multi-disciplinary professionals.</p> <p>Ability in using IT/CRM systems for oversight, reporting and quality improvement</p> <p>Knowledge of dementia pathways and system partners (MAS/OPCMHTs, social prescribing, Adult Social Care).</p>	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Desirable</p>
<p><b>Other:</b></p> <p>Commitment to Solent Mind's values</p> <p>Commitment to Solent Mind's Equal Opportunities and Diversity and Inclusion Policies</p> <p>Willingness to undergo a relevant DBS Check if required</p> <p>Willingness to travel across Hampshire/Southampton as required and full UK Driving License.</p> <p>Willingness to work on Saturdays as service need.</p> <p>Ability to work flexible hours if required</p>	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Desirable</p>

**Date job originated: April 2026**  
**Date Job Reviewed:**  
**Reviewing Managers: Ian Stiff**