



A MENTAL HEALTH SOCIAL MOVEMENT

8-10 WEST STREET, OLD MARKET, BRISTOL, BS2 0BH · 0808 808 9120
REGISTERED CHARITY #1085351 · OTRBRISTOL.ORG.UK

Job Pack **Team Manager (North Somerset)**

Thank you for your interest in this role, please find below some information to help you decide if you would like to apply. In the interests of an equal platform for all applications CVs will not be accepted, so please apply via the website. Applicants will be assessed on their ability to meet the criteria listed in the Person Specification.

The closing date for this role is **9th April at 11.59pm** and interviews will be held on **week commencing 25th April**. Candidates shortlisted for interview will be informed by email - we are not able to offer individual feedback to unsuccessful candidates.

To have an informal discussion about the role, contact **Beth Shedden** - beth.s@otrbristol.org.uk

Role Summary

Job Title	Team Manager (North Somerset)
Salary	OTR Band C Starting salary £30,068 - £34,105 (depending on experience)
Hours	37.5 per week 1.0fte
Contract	Permanent
Leave	Flexible - our basic entitlement is 38 days (pro rata). However, OTR operates a flexible leave policy and you are entitled to request as much leave as you would like and need.
Pension	With The People's Pension - 3% employer contribution on qualifying earnings
Location	Based at OTR, North Somerset office: The Old Vicarage, 1 Somerset Square, Nailsea, BS48 1RP. Will include some work at OTR Bristol Office, 8-10 West St, Old Market, BS2 0BH and travel to locations across North Somerset, Bristol and S.Glos may be required.
Accountable to	Chief Executive
Job Purpose	<ul style="list-style-type: none">• To lead and support the ongoing development of the OTR service in North Somerset.• To manage, develop and coordinate a service that best meets the needs of young people across North Somerset.• To provide managerial support to OTR practitioners operating in North Somerset.• To liaise and develop meaningful collaborations and relationships with schools, youth mental health services, professionals, communities and voluntary organisations across the area.• To act as clinical and safeguarding lead.• To develop and spread best practice consistent with the OTR delivery philosophy and mission.

Key Relationships	<ul style="list-style-type: none"> • CEO, Directors and OTR Team Managers • OTR staff and volunteers • Service Administrators • External agencies, Sirona CIC and AWP CAMHS • Youth Organisations • Exeter University CYP-IAPT Programme • North Somerset Council
--------------------------	--

Role Description

Management	<ul style="list-style-type: none"> • To provide day-to-day operational and line management to staff and volunteers as appropriate, managing individual and group performance and activity. • To cultivate an inclusive team culture that promotes plurality and a strong awareness of the services and skills available within and outside OTR. • To be flexible and diverse to the changing needs of the population and respond creatively and appropriately. • To develop and engage in key external relationships with partner organisations to ensure that young people have access to the full range of services that can meet their needs. • To monitor service performance and ensure contractual requirements are being met and issues are managed and addressed as they arise. • Act as the North Somerset contact for commissioners and contract holders. • Ensure that OTR policies and procedures are embedded within the day to day practice of the team.
Supervision	<ul style="list-style-type: none"> • To provide high quality line management for staff • To attend monthly 1:1 meetings with your line manager as agreed. • To promote the use of Routine Outcome Measures. • To implement the use of the OTR appraisal and development system.
Risk & Safety	<ul style="list-style-type: none"> • To proactively implement OTR's risk and safety policy, supporting practitioners to embrace risk thoughtfully and positively. • To proactively implement and operationalise OTR's safeguarding policies and procedures. • To act as the de facto safeguarding lead for all relevant project staff, ensuring at-risk children and young people are flagged and supported as consistent with local protocols and internal policies and procedures. • To oversee, support and be responsible for any onward referral of OTR clients to statutory services where appropriate. • To ensure contemporaneous and accurate record keeping of all clients on IAPTus, particularly those flagged as at-risk. • To report all critical incidents to the Director of Operations and CEO.
Monitoring & Evaluation	<ul style="list-style-type: none"> • To ensure all service activity is monitored accurately and thoroughly on IAPTus (or elsewhere), consistent with the contracted Key Performance Indicators (KPIs). • To ensure the service delivers against contracted outputs and outcomes. • To be curious about what the data is telling us about how young people access and engage with OTR. • To ensure all reports for funders are completed on time and to a high standard.
General	<ul style="list-style-type: none"> • To engage in training and development appropriate to the role. • To represent OTR in external meetings and share our work, make connections, influence the wider system around mental health in order to improve experience and outcomes for young people. • To contribute to the development of best practice within the service. • Work with key staff at OTR to consider the development opportunities for growth within the area. • To commit to the core values of OTR, including young people's empowerment and participation.

- To work within the spirit and framework of all OTR policies, governance, and delivery philosophy and to keep up to date with relevant training and professional development, especially in relation to Equality, Participation, Confidentiality, Vulnerable Adults and Child Protection and Safeguarding.
- To ensure all paper and electronic personal records are managed and stored safely at all times.
- To respect and maintain the confidentiality of all staff, volunteers and young people at OTR internally and with external agencies.
- To operate within a 6 day service which will involve some evening and weekend work.

Person Specification

	Essential	Desirable
Education & Qualifications	<ul style="list-style-type: none"> • A recognised degree in youth and or community work/development, social work, sociology, or related discipline. Or, demonstrable professional experience to an equivalent level. • Evidence of ongoing professional development. 	<ul style="list-style-type: none"> • A recognised qualification in supervision.
Experience	<ul style="list-style-type: none"> • Experience of service development and implementation. • Demonstrable experience working with young people. • Experience supervising practitioners working with young people. • Experience managing people. • Experience managing projects. • Experience of managing safeguarding, confidentiality and risk. • Experience of multi-agency working and a clear commitment to partnerships. 	<ul style="list-style-type: none"> • Experience of working in the voluntary sector. • Experience of clinical audit. • Experience of electronic case management software. • Experience of setting up a new service provision. • CYP-IAPT, CYP Psychological Wellbeing Practitioner training programme • A recognised therapeutic qualification to degree level. • Accredited by the British Association of Counselling and Psychotherapy or the UK Council for Psychotherapy
Knowledge	<ul style="list-style-type: none"> • Excellent knowledge of the issues and pressures facing young people, and issues surrounding access to support. • Excellent knowledge of safeguarding best practice. • An excellent understanding of anti-oppressive practice and equalities issues. 	<ul style="list-style-type: none"> • Good working knowledge of local services in North Somerset for young people, safeguarding and health care pathways. • Working knowledge of adult and CYP IAPT. • Working knowledge of a range of therapeutic modalities. • Good working knowledge of routine outcome measures and the ability to turn practice into evidence.
Skills & Abilities	<ul style="list-style-type: none"> • Ability to build robust and transparent relationships, both internally and externally. • Excellent management skills with the ability to lead a diverse team with a range of needs and skills. 	

	<ul style="list-style-type: none"> • Excellent organisational skills and the ability to prioritise and manage a demanding workload. • Ability to engage critically with the work and the field of mental health. • Excellent and demonstrable project management skills with the ability to deliver contracted outcomes on time and budget. 	
Personal Qualities	<ul style="list-style-type: none"> • Collaborative and diplomatic. • Supportive and encouraging. • Resilient; able to model good self care. • Values-led, with a personal commitment to equality, diversity, social justice and change. • A strong personal interest in and commitment to the mental health and wellbeing of children and young people. • A demonstrable commitment to personal growth and development. 	
Other	<ul style="list-style-type: none"> • A driving licence and access to appropriate transport. • Ability and willingness to travel as required. • Willingness to work flexibly, including some evenings and weekends. 	

About us

What We Believe	What We Value	How We Behave
<ul style="list-style-type: none"> - We believe that our offer should be inclusive of all cultures and identities - We believe that young people have unique strengths, interests and circumstances - We believe that the world around us impacts our wellbeing - We believe in placing young people at the heart of our work - We believe in innovating and evolving to improve our offer for young people - We believe that relationships are what make the difference - We believe in the power of partnerships 	<ul style="list-style-type: none"> - Collaboration - Diversity - Learning - Sharing - Participation - Self-efficacy - Self-care - Transparency - Agency - Creativity - Social Action - Pragmatism 	<ul style="list-style-type: none"> - We're accommodating - We're integrated - We're thoughtful - We're supportive - We're open - We're resourceful - We're resilient - We're communicative - We're independent - We're imaginative - We're motivated - We're adaptable