

# Outreach Team Leader

## Job Description



**Responsible To:** Operations Manager

**Accountable To:** Chief Executive Officer

**Salary:** £24-£25.5k per annum for 35 hours per week according to experience

**Contract:** Fixed for 18 months

### **Nature of the Post**

To work within an established staff team which offers support to adults predominantly but not exclusively from a Black African, Caribbean, Black Dual heritage background who are experiencing and/or recovering from mental health problems, their carers', family members and the wider community. You will be required to line manage a support team and oversee their casework and how they record their client interventions. You will manage a small caseload of clients.

You will work within a culturally responsive, recovery and outcomes focused framework to support people from all age groups to maintain their independence, support their ability to live full lives by offering practical, social, and emotional support to assist them to manage their mental health issues and achieve the best outcomes.

### **Liases With**

All SACMHF staff, clients, and Board of Trustees  
Local Colleges/ Schools/ PRU's  
Mental Health Teams  
Sandwell Early Help Partnership  
Client's relatives and family members  
CAMHS and youth centres  
Hospital staff  
Third Sector staff  
General Public  
This is not an exhaustive list.

## **Main Duties and Responsibilities**

1. You will line manage a team of outreach support staff and work with them in groups/workshops, on a one-to-one basis., and monitor scheduling of visits and diary management accordingly.
2. You will manage a caseload of both young people and adult clients.
3. You will report back to Operations Manager on the progress or updates of outreach staff.
4. You will assist in the preparation of reports for specialist meetings e.g., client reviews, Annual General Meeting etc.
5. You will ensure outreach staff are working within client recovery plans aligns to KPI's and present at any outreach visits with client.
6. To signpost and refer service users to other relevant services within SACMHF or to external organisations.
7. You will use bespoke software known as Case Manager to record all interventions with your caseload.
8. You will be responsible for ensuring all data capture using case manager for you and the outreach staff is completed and ready for extraction at the end of each month.
9. You will be coordinate regular supervision and support sessions with set objectives and an annual appraisal.
10. To be aware of and respond to the needs of clients reporting concerns about ill health and any safeguarding concerns to your line manager and/or senior staff and treat these concerns with urgency.
11. To liaise with Office and Finance manager regarding new referrals, existing referrals, and exited clients.
12. To maintain a high level of awareness of safeguarding procedures and our safeguarding policy.
13. To deliver talks and presentations to various teams e.g., schools, colleges, Hallam Street hospital and other mental health teams to market all our services.
14. To participate in fund-raising events, awareness raising of mental health issues e.g., World Mental Health Day, Black History, Heritage and Carers week, mental health awareness week etc, and other related initiatives.
15. To contribute to the maintenance of good housekeeping within the centre being mindful of limiting any damage to the Foundation's property, fixtures, and fittings.
16. To adhere to a clean desk policy.
17. Support the management team with the locking up procedure at the end of the working day.
18. Other duties that may fall within the parameters of the post.

## **General Responsibilities**

1. To report any health and safety concerns/hazards to a manager or the Chief Officer. Completion of the accident report book for accidents and near misses. Ensure the safety and welfare of service users and staff by complying with Health and Safety regulations and adopting safe working practices.
2. To take part in handover meetings, team & management review meetings, strategic development days, internal and external quality audits and other meetings as required.
3. To participate in regular training and career development opportunities relevant to the post to hone existing skills and broaden knowledge and awareness.

4. To adhere to the SACMHF's BS EN ISO 9001: 2015 Quality Management System, aligned Policies and Procedures and participate in internal and external audits.
5. To participate fully in regular supervision and support sessions and annual appraisal meetings.

### **Confidentiality**

It is a condition of employment that staff will not disclose any information obtained in the course of their duties, other than to those entitled to receive it.

### **Equal Opportunities**

SACMHF currently adheres to an Equality and Diversity Policy. Staff are required to ensure that all policies and practices are in accordance with legislation and best practice.

### **Health & Safety at Work**

Staff must ensure that they are familiar with and follow the requirements of legislation, policies, and codes of practice applicable to the workplace.

### **Job Description**

This job description is not definitive and is a broad guide to your work. Changes in user demands may require changes to be made. This job description is subject to review during the annual appraisal during discussion with the post-holder. This job description does not form part of your contract of employment.

### **Hours of Work**

Working times for full-time staff is 9.30 a.m. 5.00 p.m. Monday-Friday. You will be informed of the specific days you will work by your line-manager on appointment, (particularly if you are part time). Working hours for Casual staff is a 7-hour shift approx. which is subject to change to incorporate 'out of hours' work when required. There is a daily 30-minute lunch break. If your lunch break is taken externally from the centre, it must be at a time convenient to the centre and the post-holder. The post-holder will be expected to work flexibly around the above stated times according to the demands of the centre's activities.

### **Annual Leave Entitlement**

You are entitled to 24 annual leave. Part time staff will be worked out on a pro rata basis. You will be entitled to 8 approx. public bank holidays or pro rata.

## Person Specification

### Skills, Knowledge & Experience

#### Essential

- A good knowledge, understanding or lived experience of the issues faced by Black African and Caribbean people when affected by mental ill health.
- Experience of casework and person-centred recovery planning
- Line management of paid and unpaid staff
- Experience of producing organisational reports.
- Strong organisational skills and time management skills.
- Good IT skills with knowledge of Microsoft Office software products.
- Good written and oral communication skills.
- Good interpersonal skills with the ability to communicate effectively with a wide range of people.
- A strong team player.
- Able to develop and maintain strong relationships with stakeholders, staff, and the wider team.
- A calm professional and positive approach with a focus on user satisfaction.
- A collaborative approach.
- A flexible creative and solution focused approach.

#### Desirable

- Experience of delivering PowerPoint presentations
- Experience of working with people with a range of disabilities and/ or challenging behaviour.

#### Special Requirements

- Your work must be within reasonable daily travelling distance of your home.
- You will be required to attend events and meetings at sites regularly across the locality.
- A satisfactory enhanced DBS check will be required.
- You should be able to work outside normal hours occasionally when required.

## Recruitment Schedule

Advert Live	Monday 27 <sup>th</sup> December 2023
Advert Closed	Friday 8 <sup>th</sup> December 2023
Interviews	Tuesday 19 <sup>th</sup> December 2028