**Peer Advocacy in Mental Health**

**Belfast Team Leader Job Description.**

**11th March 2025**

**REPRORTS TO:** The Belfast Manager

**LOCATION:** Various locations in Belfast

**HOURS:** Monday to Friday/9:00 am to 5:00 pm

**SALARY:** £29,000 to £32,000 per annum

Peer Advocacy in Mental health is an island-wide, independent, mental health organisation led by people with personal experience of mental health challenges. Our services promote recovery by offering peer advocacy, information and support to clients. Ultimately, we work to enable people experiencing challenges to their mental health to self-advocate; in other words, supporting them in having their voice heard, grow in confidence, and claim their rights.

**1. GENRAL OVERVIEW**

The role of the Belfast Team Leader is to provide support to the Belfast Manager, while leading a team of Peer Advocates, ensuring that the team carry out their duties in an effective and timely manner while maintaining the highest standards of service delivery to our clients.

In your role as Team Leader, you and the team will be working with adults who are experiencing difficulties in their mental health, assisting them in their recovery and enabling them to regain their independence through providing support, informaiton and options. You will work with the team to provide Peer Advocacy and to ensure that the views of the service user inform your practice.

**2. RESPONSIBILITIES**

The role of Team Leader will include but is not limited to, the following key responsibilities:

**Providing the highest level of service**

* You ensure that the services for which you are responsible prioritise the needs and preferences of the clients in line with the mission and values of Peer Advocacy in Mental Health and that the services meet the objectives as set out in the Strategic and Operational Plans.
* By becoming a subject matter expert on Peer Advocacy in Mental Health, Belfast Trust and Social Care, you will then share knowledge and promote learning among the team to best achieve targets.
* You develop and maintain effective relationships with the clients, promoting their choices and support and guide your team to do likewise.
* You support your team in ensuring the team members are focused on outcomes for the client.
* You demonstrate a commitment to continuous improvement of the service, informed by feedback from key stakeholders and best practice.
* You will work closely with the Belfast Manager to identify any gaps in service delivery and performance related issues and develop action plans for implementing improvement.
* You provide direction, guidance and support to staff members ensuring that all are clear on tasks associated with their role and are accountable for their completion.
* You highlight the need for change where appropriate, providing leadership and direction throughout the change process.
* You implement the Operational Service Plan(s) for the year, providing regular updates and feedback to the Belfast Manager and/or Senior Operations Manager.
* You are responsible for providing timely and accurate monthly reporting of key service metrics to the Belfast Manager and/or Senior Operations Manager.

**Leadership and Team Management**

* You will be responsible for motivating your team to achieve set targets, providing support and encouraging a welcoming workplace culture.
* You will be driven and ambitious, fostering a positive results driven environment.
* Additionally, you are expected to conduct regular one-on-one meetings with your team members in order to stay up to date on their progress and address any concerns or challenges they may be facing.
* As a Team Leader, it is important to take charge of the local onboarding process for new staff members and ensure they are properly introduced to your service.
* You are responsible for providing guidance and support to your team members ensuring that you build a strong working relationship with your direct reports.
* You are responsible for setting clear goals and expectations for your team in addition to monitoring and evaluating performance.
* Communicate clearly with the team, outlining expectations and timelines
* Provide regular feedback and coaching to help team members develop in their roles.
* Provide support to direct reports on a regular basis to ensure weekly performance metrics are achieved and a high level of service delivery is maintained.
* You ensure regular team meetings take place, when updates and issues can be discussed openly and constructively where actions are agreed, minuted and followed up.
* Work with your Manager on any conflicts or issues that arise within the team
* Work with your line manager on any performance-related issues as they arise, resolving quickly and if required with HR assistance.
* Develop and implement strategies with your team to improve team performance and productivity.
* Ensure that your team has access to regular training and development and update staff training records.
* Ensure that your staff are released from their duties to attend training as and when required.
* You are required to complete interim and final month probationary reviews with all new staff members reporting directly to you to assess their progress and provide constructive feedback.  As well as performance reviews for existing staff.

**Internal and External Collaboration**

* You develop and maintain effective working relationships with agencies, community networks, partnerships and other service providers.
* In conjunction with the Belfast Manager, you work colllaboratively with internal parties and external agencies to promote the best interests of Peer Advocacy in Mental Health.
* You attend training and development opportunities both internal and external as required.
* You participate in one to one meetings with your line manager and attend external supervision on a regular basis.

**Commitment to practice and professional development**

* You regularly monitor, evaluate and reflect on your own knowledge, methods and the practices of others.
* You work with your team to develop individual developments plans as part of the supervision and performance management process.
* You take responsibility for your own personal performance and development plan seeking and assessing opportunities to meet your needs.

**To have a positive, professional and enthusiastic attitude to work:**

* Peer advocacy in Mental Health is committed to providing the highest possible quality of service to clients.
* Staff must at all times provide a caring service to those with whom they come into contact by acting in a courteous and respectful manner.
* You must have a positive, professional and enthusiastic attitude to work
  + In your actions with management, staff and clients of Peer Advocacy in Mental Health.
  + In your interactions with external agencies while representing Peer Advocacy in Mental health.
  + By promoting the values of the organisation through your behavior.

**Confidentiality**

* It is a condition of service that all information obtained during the course of employment especially in relation to clients be treated in the strictes of confidence.

**Health and Safety**

* You must be responsible for your own health and safety and that of your colleagues in compliance with the relevant Peer Advocacy in Mental Health policies and procedures.

**Other duties**

* You are responsible for any other duties as designated by your Line Manager.
* It may be necessary from time to time for workload to be re-prioritised in order to acommmodate workloads in other areas of the organisation. Due notice and consideration will be given.
* It is part of the strategic plan for best practice human resource management that Frontlinr Managers are moved to manage different services and/or take on new services from time to time.
* The duties and responsibilities of this job description are not exhaustive and can be modiefied to meet Peer Advocacy in Mental Health’s needs and priorities at any given time.

**3. ESSENTIAL CRITERIA AND SKILLS**

* Have had a lived experience as a user of mental health services and have achieved a level of recovery.
* Be able to demonstrate knowledge of the needs of those experiencing mental health difficulties.
* A minimum of 1-3 years in a team leader or supervisor role.
* A Level/Leaving Certificate or equivalent.
* Be proficient in the use of Microsoft word, excel, poewerpoint, outlook and online meeting platforms
* Have completed an accredited Peer Advocacy qualification or be willing to undertake this training.
* Have a full clean driving licence and a car for business use.
* Be able to demonstrate the following competencies:
  + Commitment to providing the highest level of service.
  + Respect for others.
  + Openess to change.
  + Initiative/self motivation and taking responsibility.
  + Leadership
  + Analysis and problem solving.
  + Stong communication (oral, aural and written)
  + A high level of experience in report writing and data analysis
  + Professionalism and mainaining professional boundaries.
  + Effective teamworking.
  + Focusing on outcomes.
  + Good time management and organiisational skills

Desirable

* Previous experience of working in the Mental Health Sector
* Previous experience of working for a not-for-profit organisation
* A post secondary school qualification is desirable, but not essential

**Equality and Human Rights**

• You must comply with Equal Opportunities legislation as outlined in PAMH policies and procedures.

• You must implement Equal Opportunities in your daily practice at all times.

• You must be aware of Human Rights legislation in relation to the requirments of this role.

**Peer Advocacy in Mental Health is Equal Opportunities Employer.**