**Job Description & Person Specification**

**AMPARO (SUICIDE BEREAVEMENT) TEAM LEADER  
Listening Ear**

**Job title** Amparo (Suicide Bereavement) Team Leader (North Region)

**Hours of Work** Part-time (0.4FTE, 2 days per week) within LE’s operational hours

**Working Days** Monday to Friday

**Employer** Listening Ear, abbreviated as LE below

**Base** Home-based

**Accountable to** Head of Amparo

**Salary** £30,151 to £32,020 (pro-rata)

**Summary**

Amparo Team Leaders will manage and support a team of Suicide Bereavement Liaison Workers and potentially, Suicide Bereavement Counsellors. They will ensure the successful delivery and evaluation of our high-quality Amparo service. We are looking for an experienced Team Leader, with a passion for nurturing and developing a team of staff within a supportive environment. As a Team Leader, you will offer guidance on practice, processes, hold regular team/ line management meetings and appraisals in line with LE’s PR&D policy. You will also be responsible for managing any HR issues that arise within your team with support from an internal HR Manager. You may be responsible for managing a departmental budget.

# Key Working Relationships

* LE’s SMT, Staff and Volunteers
* Service commissioners and managers
* LE clients across relevant contracts
* All other external stakeholders

# Job Purpose

* To provide line-management and annual appraisals to a team of staff (minimum of 5 and maximum of 9 dependent on experience) located across the country, overseeing their development.
* To cascade any supervisory concerns to the Head of Clinical Services
* Co-ordinate and facilitate regular team meetings for your staff.
* Provide leadership, consultation and expertise to staff in the delivery of open-age suicide bereavement care with an ability to advise on a wide range of presenting issues.
* Contribute insight into the improvement and development of our suicide bereavement services and client pathways.
* Work with the Quality and Compliance Team to ensure staff are adhering to all LE policies, procedures and process maps, recording information accurately and as required, to ensure compliance.
* With support from internal HR Manager, lead on dealing with HR issues that arise within the team.
* Take responsibility for driving forward developments, communicating the implementation of new projects and managing changes in the Amparo team.
* Have a flexible approach to working as part of a team, providing for on-call Safeguarding and Risk Management or Team Leader cover (when required).
* To support the recruitment and induction process of new staff, trainees and volunteers with facilitation from HR.
* Contribute to the vision, strategic planning and relevant policy development, for LE and actively participate as a member of the management team, supporting and working closely with the SMT.
* To work collaboratively with other Team Leaders within Listening Ear as well as the Amparo Projects and Partnerships Leads.
* To complete reports on service activity for the purposes of commissioner, board or other required reports.
* To complete all administrative tasks relevant to the post.
* To manage elements of a departmental budget if required.

**Overview of Responsibilities**

**Maintaining** **an Accessible Service**

* Participate in data collection and evaluation processes that contribute to service improvement and ensure that records are stored confidentially following LE’s GDPR policy.
* To be responsible for liaising with staff/volunteers and other referring bodies.

**Premises and Physical Resources**

* To ensure LE complies with all health and safety requirements in accordance with relevant legislation where appropriate and to cascade concerns to the Service Manager and other managers within LE.
* To ensure the proper maintenance and security of premises and equipment
* To take personal responsibility of their own H&S at work and that of other people.

**Information Management and Technology**

* To maximise the use of IT systems and Lamplight (LE internal digital case management system.)
* To highlight any gaps in IT knowledge within supervision so that LE can provide appropriate training

**Communications**

* To develop positive long-term relationships with staff and stakeholders.
* To provide written reports and information as requested.
* To communicate clearly and appropriately with internal colleagues, including volunteers and to actively promote a positive team environment.
* Act as LE ambassador at all times and raise any concerns regarding LE directly with LE managers.
* Attend LE meetings and follow up any agreed actions as required.
* Ensure good liaison exists between self, relevant external agencies and clients.
* To produce regular statistical reports in line with contract requirements including overseeing the production of case studies each quarter

**Quality Assurance**

* All counsellors will be members of BACP, hold the Certificate of Proficiency, be on the BACP Register of Counsellors and Psychotherapists and will achieve BACP accreditation within 2 Years of being eligible
* To adhere to BACP Ethical Framework
* To follow LE’s robust systems, policies and procedures at all times which provide safe and effective client care and that minimise risk
* To engage with the organisational system for reporting and learning from critical incidents
* To actively participate in regular clinical and line management supervision
* To complete all records accurately in accordance with the DPA/ GDPR
* To follow all LE’s policies and procedures accurately
* To communicate clearly and appropriately with internal colleagues, including volunteers and to actively promote a positive team environment.
* Act as LE ambassador at all times and raise any concerns regarding LE directly with LE managers during working hours
* Provide evidence of current working knowledge of Safeguarding/ Child Protection and Risk Procedures
* Attend mandatory annual Safeguarding/ Child Protection training to update this knowledge

**Service Development**

* To keep up-to-date with changes in practice and undertake training/ education identified in supervision and/or professional and personal development plan.
* To work with colleagues to develop services in partnership with relevant agencies.

**General**

The post-holder will be expected to undertake duties relating to the work of LE as appropriate to the grade of this post or as delegated. The job description is not exhaustive and will be subject to adjustments in relation to the needs of a developing service and the skills and experiences of the post holder.

**Person Specification: Suicide Bereavement Team Leader (Amparo)**

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| **No** | **Criteria** | **Essential** | **Desirable** |
| 1 | Holds a positive attitude to work and has an ability to embed this positive attitude throughout a team | E |  |
| 2 | Experience of managing staff/volunteers in a supportive and collaborative way that promotes belonging, trust, feeling valued and a positive outlook to achieving business goals | E |  |
| 3 | Ability to develop and build a strong and well-informed team through clear and meaningful communication, cascading information from Management Teams meetings regularly | E |  |
| 4 | Dealing with any identified HR issues immediately and one-to-one with staff members ensuring that issues do not escalate amongst a wider group | E |  |
| 5 | Degree level education in a field relevant to overseeing a team in a third sector mental health organisation | E |  |
| 6 | Either holds a recognised management qualification, can evidence management experience in a professional setting or, is willing to undertake management training | E |  |
| 7 | Evidence of working therapeutically within a range of professional settings and with a broad range of presenting issues | E |  |
| 8 | 2 years’ post qualification working therapeutically with CYP/Adults | E |  |
| 9 | Experience of recruiting, inducting and providing training to staff/volunteers |  | D |
| 10 | Evidence of continuing CPD and an excellent knowledge of safeguarding and child protection practices | E |  |
| 11 | Suicide prevention trained e.g. ASIST/STORM, critical incident/ cultural competency trained |  | D |
| 12 | Experience of working with single and complex trauma including people affected by suicide | E |  |
| 13 | Demonstrate high levels of resilience and ability to self-monitor | E |  |
| 14 | Knowledge of Trauma Informed Care and Adverse Childhood Experiences |  | D |
| 15 | Experience of working with single and complex trauma |  | D |
| 16 | An ability to effectively monitor and evaluate services and support teams to ensure accuracy within the recording of information | E |  |
| 17 | An understanding of mental health services in the voluntary sector |  | D |

**Person Specification: General Criteria for all LE Staff**

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| 1 | Experience of working on own initiative in a supportive environment | E |  |
| 2 | Excellent administrative skills, with the ability to prioritise work and to manage a number of cases and priorities | E |  |
| 3 | Flexible working across a range of duties and across our range of opening hours including evenings and weekends | E |  |
| 4 | Excellent team working and communication skills both verbally and in writing | E |  |
| 5 | A positive contributor to achieving team goals | E |  |
| 6 | Demonstrate excellent knowledge of safeguarding and child protection practices and also ability to provide support to staff and volunteers | E |  |
| 7 | A calm approach to problem solving and to working in a busy team environment | E |  |
| 8 | A willingness to undertake training as required | E |  |
| 9 | Strong ethical values, personal integrity and the ability to work within the principles of confidentiality | E |  |
| 10 | An understanding and commitment to a client focused approach | E |  |
| 11 | An awareness and understanding of Equality & Diversity and work in a non-judgmental way with people from all backgrounds | E |  |
| 12 | Evidence of resilience and experience of working on own initiative with minimum of supervision, with the ability to remain professional under pressure | E |  |
| 13 | Excellent IT skills with the ability to effectively complete impact monitoring systems and to create professional reports for external agencies. | E |  |
| 14 | Full, clean driving licence and access to a car | E |  |

**Why Listening Ear?**

* Face-to-face training, induction and warm welcome provided at our headquarters in the North West to meet colleagues and welcome you to Listening Ear
* Values-driven organisation supporting vulnerable people across England
* Work within a BACP-Accredited Organisation that delivers support recognized by the Support After Suicide Partnership and Public Health England as best practice
* Annual Training and CPD Allowance to support growth and career development
* We support flexible home working practices and you will be supplied with an iPhone and laptop, plus a DSE Assessment during induction to support safe and comfortable home working
* Access to free and confidential counselling provided through LE’s Insurance Provider, to support staff welfare
* Pension contribution at 3%
* Daily informal communications with colleagues via remote platforms
* Annual Christmas celebration with colleagues

**Who are we looking for?**

We are looking for someone with a positive attitude to supporting others to achieve team goals. You must be committed to using your management and therapeutic experience and effective communication skills to nurture talent within our organisation so that we better able to make a difference to the lives of others through the provision of a professional support and counselling service.