Role Description for

Future Focus Team Leader

Reviewed October 2025

Main terms

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| Number of Roles | One role employed by Burton and District Mind |
| Hours: | 37.5 hours per week, to be worked between Monday to Friday 9am-5pm (may include occasional evenings and weekends)  No job shares or part time working will be available for this role. |
| Contract: | Permanent |
| Salary: | £ 28,762.50 |
| Responsible to: | Chief Officer, Burton and District Mind |
| Responsible for: | 5 Future Focus Recovery Workers FTE as line manager, including one Recovery and Group Development Coordinator.  First point of contact for 10 -12 FTE Community Recovery Workers. |
| Liaise with | MPFT Relationships, Contracts and Quality Assurance Manager and appointed Partnership Officers, recovery workers, volunteers, mental health practitioners from MPFT, people with mental health problems and their carers, other local mental health providers, pastoral support, external charities, and other agencies who support people with mental health problems and the public. |
| Based in: | Office in Burton on Trent – some expectation to work from home, travel across Staffordshire expected. |
| Annual leave | 24 days plus bank holidays, length of service leave also offered. |
| Pension: | Pension scheme available |
| Travel: | Must have full driving licence and access to a car for travel for which reimbursement of out-of-pocket expenses is available. |
| Application Method: | To email CV and Cover Letter to [jobs@burtonmind.co.uk](mailto:jobs@burtonmind.co.uk)  By midnight of 12/10/2025  (Application without a cover letter will NOT be considered). |

Background

Team Leader on the Future Focus service, as funded by Midlands Partnership NHS Foundation Trust (MPFT)

As the Team Leader, they will support a team of approximately ten to twelve full and part-time Recovery workers, some Recovery Workers employed, and line managed by community partner organisations. Future Focus Recovery Workers to offer a range of flexible support to individuals with long term mental health problems across East Staffordshire, Lichfield District, and Tamworth.

They will advise and support Recovery Workers with assertive case management, helping people with mental health problems towards recovery and independence, acting as the point of reference for new participants and allocate cases to Recovery Workers based on initial review. The Recovery Team Leader will represent the team to partner organisations who employ Recovery Workers at key meetings, such as Steering Group meetings, and to referring agencies.

Key functions of post

**Team Leader Duties**

1. To support the marketing and promotion of the service, ensuring relevant flyers, posters, and networking opportunities are in place. This includes ensuring the team contributes to monthly internal newsletters or providing content in the absence of these.
2. To support a team of Recovery Workers with an agreed caseload of active service participants with mental health needs across East Staffordshire, Lichfield District, and Tamworth Borough — nominally up to 300 at any one time.
3. To provide a Warm Handover and case allocation function to Recovery Workers, with reference to Future Focus Outcomes.
4. To deputise for Recovery Workers when required and ensure appropriate cover is arranged during staff leave.
5. To liaise with the MPFT Relationships, Contracts and Quality Assurance Manager regarding data reporting and compliance matters, as required.
6. To support the Chief Officer in accessing relevant data and audit information to inform service delivery and strategic planning.
7. To ensure the team is equipped to deliver the service, including access to MPFT-supplied ICT equipment.
8. To line manage up to five FTE staff members, including preparing and conducting one-to-one supervision to support wellbeing, personal development, and training. To sign off and report annual leave and expense claims in a timely manner.
9. To support up to ten FTE Recovery Workers, who may be employed by partner organisations, through assertive case management.
10. To act as an escalation point when Recovery Workers are supporting social interventions aimed at reducing the wider determinants of mental health problems.
11. To ensure Recovery Workers are equipped to provide warm introductions, signposting, and referrals to appropriate services and projects within the partnership, MPFT, and external agencies.
12. To ensure Recovery Workers are equipped to provide basic mental health support to participants, including advice on wellbeing, sleep, diet, physical activity, and employment/education.
13. To ensure that Recovery Workers operate in line with NHS expectations, including adherence to relevant policies, procedures, and standards set by MPFT and other statutory partners — for example, maintaining data compliance and confidentiality in line with NHS and GDPR requirements.
14. To work with the Charity Participation-Lead to ensure participants have access to — and are encouraged to contribute to — co-production, influence, participation, and involvement opportunities, such as surveys, focus groups, and volunteering in service delivery.
15. To take responsibility for ensuring that agreed group activities are delivered effectively and consistently, working in collaboration with the Group Development Coordinator to monitor delivery, troubleshoot issues, and support ongoing development of group provision.
16. To maintain and develop positive working relationships with partner providers and MPFT colleagues, fostering collaboration and ensuring effective communication to support integrated service delivery.
17. To attend multi-disciplinary team (MDT) meetings as required, and to coordinate team attendance by creating and managing a rota to ensure consistent representation and contribution from Recovery Workers.

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**General Duties**

To support community fundraising opportunities and general promotion of the charity, including attendance at internal and external events, and use of your image in printed press, website, and social media.

To act as Fire Marshal when present at Burton and District Mind venues, and to support general opening, closing, and upkeep of the premises as required.

To work with the Development and Sustainability Team to identify gaps in local provision and community needs, enabling grant applications and fundraising efforts to address these gaps.

To work within the operational framework provided by Burton and District Mind policies and procedures, and those of funders where applicable, maintaining up-to-date knowledge through one-to-ones, staff meetings, briefings, and internal communications.

To reflect on and share experiences and learning with the team during regular meetings, contributing to the ongoing development of a living operations manual.

To build and maintain positive relationships with healthcare providers, charities, and other agencies that support the wellbeing of people with mental health problems.

To complete all service-related administration and reporting in a timely and high-quality manner, including maintaining records of meetings and outcomes achieved.

To undertake any relevant training, internally or externally, including induction training provided by MPFT and Burton and District Mind.

To uphold data protection, professional standards, and safeguarding policies, and report illegal activity as required and informed by training and policy.

To attend regular one-to-one supervision with the appointed line manager, reporting on all areas of responsibility.

To undertake any other duties as delegated, deemed appropriate within the pay scale and responsibilities of the post, following consultation.

Person Specification

Qualifying Criteria

1. Enhanced DBS, with no offenses listed for a minimum of 12 months.
2. Two (2) references outlining ability to work with vulnerable people.
3. Able to homework and have appropriate internet access and appropriate space to allow for safe VDU use.
4. Clean driving licence, use of a car and knowledge of Staffordshire’s transport links.

Experience & Qualifications

1. At least one year of experience of contract or service management and reporting within NHS or local authority contracts.
2. At least one year of experience of line management of paid staff, including recruitment, onboarding, and supervision of staff.
3. At least one year of finance management at senior level, including setting budgets.
4. At least one year of experience of supporting with people with mental health experience to recovery – this can include personal lived experience, as a carer of a person of mental health problems or working or volunteering for mental health services.
5. Recognised Lv2 qualification in Mental Health Awareness or equivalent qualifications or training.
6. Educated at Degree Standards as minimum.
7. Understand and speak English – GCSE in English.
8. ICT skills at Lv2 or experience of working with MS Office and CRM databases.

Knowledge and Skills

1. Awareness of the legal framework that unpins mental health and mental health service provision.
2. Understanding of the local safeguarding policy and processes.
3. Understanding of the importance of care planning and recovery.
4. Understanding challenges and opportunities of partnership working within VCSE sector.
5. Understanding of services and community assets available to participants and ability to build trusted partnerships with external providers.
6. Negotiation and communication skills, and willingness to present to groups and engage in public speaking.
7. Able to conduct risk assessments.

Qualities

1. Ability to assess and appraise options, risk and opportunities with reference to complex situations, often with legal, contractual and policy implications, and assert decisions and delegation in timely, effective and documented manner.
2. Ability to maintain professional conduct whilst supporting people with severe mental health problems, sometimes with complex needs and demonstrating difficult behaviour.
3. Ability to support others in case management – which will include negotiation, problem solving, and motivation.
4. Ability to identify concerning and/or illegal behaviour and/or abuse, and able to report this is a sensitive manner to the appropriate team or officer.
5. Ability to reflect and response positively to constructive criticism during one-to-one supervision and team peer sessions.

Desirable:

1. Experience of NHS service user databases, such as RIO and/or IAPTUS.
2. Qualification in Leadership and/or Management.
3. Qualification and/or Officer experience in HR, Health and Safety, Equalities and/or Safeguarding.
4. One year experience of working within trauma informed services.
5. One year of experience of Learning Disabilities, Substance Misuse, or other psychosocial issues such as rough sleeping/homeless, violent offending or complex needs.
6. Experience of working within higher need mental health settings, recovery or rehabilitation services.
7. Knowledge of involvement and participation processes.
8. Awareness of Care and Support Plans, Recovery Star, Recovery and Wellbeing Plans, or other mental health recovery programmes.