



<b>Job Title:</b>	Open Mental Health Teamleader
<b>Reporting to:</b>	Advice Service Manager
<b>Hours:</b>	30 to 37.5
<b>Salary:</b>	£28,800 to £30,553 per annum (pro-rata for part-time personnel) dependent on experience
<b>Pension:</b>	5% employer contribution
<b>Location:</b>	Somerset – hybrid role (mix of home, office and community)
<b>The Role:</b>	<p>To support the development and delivery of the Open Mental Health (OMH) advice programme and take an active role in delivery through the provision of casework.</p> <p>You will co-ordinate the work of the Somerset OMH advice team, providing direct supervision and practical assistance to the advisers and caseworkers.</p> <p>You will liaise with our OMH partners and wider stakeholders, building relationships that enables effective support of OMH clients. You will understand the impact of living with mental illness and the wider mental health landscape.</p> <p>You will keep your skills up by working with clients to provide advice/caseworker in person at agreed locations across Somerset and via phone and video call. The locations may include the acute wards in Taunton, Yeovil, Bridgwater or Wells, Citizens Advice Somerset offices or other venues as required.</p> <p>The role requires an experienced adviser or caseworker who is highly organised, person-centred, and familiar with delivering to target within a quality assured framework, whilst remaining focused on your teams wellbeing.</p> <p>The post will be subject to a DBS Enhanced Disclosure Check</p>

**Role Responsibilities**

**1. Our values**

- Work within the ethos and values of Citizens Advice Somerset
- Develop positive, trusting and professional relationships with clients, colleagues, partners and external agencies
- Always demonstrate a commitment to the aims, principles and policies of the Citizens Advice Service and our Equity, Diversity and Inclusion policies

- Provide peer support and guidance to other less experienced staff and volunteers.

## **2. Service co-ordinator**

- To oversee the day-to-day delivery of the OMH services in accordance with the funding contract, project plan, national Citizens Advice, FCA and organisational policies.
- To receive and allocate referrals and oversee the number of open/closed cases and workload of the team in order to meet service targets.
- To provide casework development oversight and supervision to caseworkers.
- To provide line management supervision to the team and other staff/volunteers as appropriate.
- Facilitate monthly OMH team meetings and other team communications.
- To work alongside the data team to monitor quality compliance.
- To work with your Advice Service Manager to develop the service and to build and maintain effective relationships with funders and stakeholders.
- To work with your Advice Service Manager in the promotion and marketing of the service in order to raise the profile of our work.
- To provide monitoring insights and impact evidence internally and to the OMH accountable body.
- To occasionally attend Executive Group meetings representing the service team.
- Identify and escalate serious problems, including safeguarding, appropriately.

## **3. Advice and casework**

- Provide advice and casework on the full range of social welfare law advice topics.
- To maintain and manage a client caseload.
- Undertake advice needs assessment to ensure the support offered is tailored to the individual.
- Identify urgent situations and ensure any possible action is taken immediately.
- Provide advice on all options available, explaining the consequences and limitations of each option so the client can make an informed choice about their next step.
- Assist clients in the maximisation of their income including making applications for grants and other schemes where relevant
- To negotiate on clients' behalf by drafting or writing letters, telephoning, preparing and presenting cases to the appropriate statutory bodies or tribunal as required.
- To act on a client's behalf (where needed) to ensure income maximisation through the take up of appropriate benefits and grants and support clients with benefits appeals and tribunal submissions.
- Maintain accurate and timely case records using the Citizens Advice client management system.
- Liaise and undertake joint working with other local OMH partners.
- Provide technical advice guidance and support to other OMH team members as required.

## **4. Quality**

- To work in accordance with Citizens Advice and Open Mental Health standards of practice and ensure that all services conform to relevant quality and advice standards
- Maintain timely, accurate and detailed case records, key dates systems and adhere to administration policies and processes.
- Maintain statistical information and other required documents and undertake client feedback surveys and facilitate client evaluation.

#### **5. Stakeholder engagement**

- Maintain awareness of the wider OMH partners and build relationships as appropriate.
- Participate in locality and interface meetings as appropriate. Attend and Liaise and
- Maintain liaison with relevant external agencies

#### **4. Research and campaigns**

- To stay abreast of issues that we and the wider Citizens Advice network are campaigning upon.
- Contribute to our research and campaign work by providing information about clients' circumstances through the appropriate channel.

#### **5. Personal and professional development**

- Keep up to date with legislation, case law and procedures and undertake all annual mandatory training.
- Complete continuing professional development training as appropriate and in accordance with the Citizens Advice standards of practice.
- Maintain up-to-date adviser knowledge and undertake relevant training within the Advice Quality Standards.
- Engage effectively with supervision, appraisal and individual file review to improve your performance and advance your professional development.
- Assist in initiatives to improve services.

#### **6. Other duties**

- To attend, participate and contribute to team and other meetings.
- Abide by health and safety guidelines and share responsibility for your own safety and that of colleagues.
- Ensure the highest standard of consideration and respect to all stakeholders of the Citizens Advice Service, including clients, volunteers, colleagues and funders.
- Carry out any other tasks and support Citizens Advice work as necessary.

Please note that this job description does not constitute a 'term and condition of employment'. It is provided only as a guide to assist an individual in the performance of the job and is not intended to be an inflexible list of tasks.

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## Person specification

		<b>Selection matrix</b>
1.	Considerable knowledge and experience as a generalist adviser and welfare benefits and/or debt caseworker	Essential Application
2.	Ability to achieve the standards required within the Welfare Benefits Caseworker Competency Framework (attached)	Essential Application and interview
3.	Experience of supporting clients living with mental ill health, dealing with clients in a calm, sensitive and effective manner in person, over the telephone and by email	Essential Interview
4.	Ability to maintain self-awareness in relation to your own emotional wellbeing and to use support where appropriate and to ensure that the team are similarly able to use support to maintain health and wellbeing in their role	Essential Application and interview
5.	Excellent interpersonal, communication, negotiation and customer service skills and in particular high standards of written and verbal communication including representing clients, preparing correspondence and report writing	Essential Application and interview
6.	High standards of numeracy and literacy with excellent IT and administrative skills able to work accurately and efficiently using MS Office (excel, word, outlook, power-point, Teams etc) and other cloud-based systems	Essential Application
7.	Ability to work effectively as part of a team and competent to work remotely using your initiative to prioritise your work, meet deadlines and ensure clients' needs are met.	Essential Application and interview
8.	Ability to give and receive feedback objectively and sensitively and to give developmental input and guidance in relation to managing and improving the performance of individual team members	Essential Application and interview
9.	A commitment to continuing professional development, primarily aimed at keeping abreast of developments that are relevant to the role	Essential Application
10.	A willingness to gain an understanding of the range of OMH services and more general issues and matters relating to people whose lives are affected by mental health support needs	Essential Application
11.	An understanding of, and commitment to, the aims, principles and policies of the Citizens Advice Service and the positive value of diversity	Essential Application
12.	Willingness and ability to travel across Somerset.	Desirable Application
13.	Experience managing a team and/or a project successfully.	Desirable Application