

Job Description

JOB TITLE	Berry Mews Team Leader
DEPARTMENT	Berry Mews
HOURS	Full time (37 hours per week) Will include weekends/bank holidays/night shifts.
REPORTING TO	Service Manager – Berry Mews
SALARY	Circa £26,500
CONTRACT TYPE	Permanent

JOB SUMMARY	The post holder is responsible for overseeing a team of support workers who provide daily assistance to clients within our Berry Mews service. They manage the support team to ensure the delivery of high-quality, person-centred care, empowering individuals with mental health needs to live more independently. They provide leadership that fosters a positive, respectful and inclusive environment and offer guidance, training and performance management to the support team while ensuring the smooth and efficient operation of the service. The post holder will lead in delivery of high-quality, person-centred support to clients. The post holder is the main point of contact for clients regarding health and safety or repair-related matters. Encouraging feedback from clients on the services provided.
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KEY RESPONSIBILITIES
LEADERSHIP • Lead, supervise and motivate a team of support workers to deliver person-centred care and support to clients. • Conduct regular supervision meetings (6 weekly) and annual appraisals for the support workers. • Ensure the team follows best practices and complies with safeguarding policies, procedures and legal requirements.

- Provide training, development opportunities and coaching to team members to enhance their skills and performance.
- To actively challenge stigma and discrimination and to raise awareness of mental health issues amongst professionals, carers and people using the service.
- To assist the Manager to deal with staffing issues such as recruitment, disciplinary, grievance and ill health matters in accordance with Coventry, Warwickshire and Worcestershire Mind's policies.
- In conjunction with the Manager provide an effective communication network with the team and to ensure that individuals are updated and informed of current issues relating to service provision and clients' needs.
- To be committed to improvements, innovation and advances in supporting practices and approaches in mental health.

CLIENT SUPPORT

- Oversee the development and implementation of individualised support and risk management plans for clients, focusing on their mental health, well-being and personal goals.
- Ensure that support workers provide practical assistance in daily activities, such as budgeting, cooking, personal hygiene and accessing community services.
- Promote recovery-focused approaches, encouraging independence and choice while providing appropriate guidance and emotional support.
- Monitor the progress of clients via case management and address any concerns, ensuring they receive timely and appropriate interventions when required.
- Maintain confidentiality and uphold the dignity of all clients.
- Support with assessments, risk assessments and allocations of clients.
- Support the team in responding to any crisis, following up with debriefs and support as per policy.
- To maintain therapeutic and professional relationships with service users, their families and other health care professionals.
- Ensure the active involvement of service users through all aspects of the work, including enabling them to express their preferences and choices to encourage independence and recovery wherever possible.
- To be flexible and responsive to the needs of residents, including supporting in social activities and activities of daily living or domestic tasks when required, as well as supporting clients in managing self-medication programmes.

- To keep up to date with any changes or amendments within support plans, risk assessments, and to be aware of the organisation's safeguarding policy and procedures.
- To work within agreed risk management guidelines and to assist service users in reducing risks to themselves or others. To promptly report all concerns regarding risks to the Manager / or on-call Manager.
- To take appropriate action in the event of emergencies, ensuring that the Manager/on-call Manager is informed promptly.
- To ensure that clients who are facing particular crisis/stress are offered appropriate additional support and to ensure that staff are supported in dealing with the most complex cases.

OPERATIONAL

- Ensure the service operates efficiently, adhering to agreed policies, procedures and standards.
- Manage rotas and staffing levels, ensuring there is adequate cover and that the service runs smoothly at all times.
- Work alongside other staff and external stakeholders to resolve issues and ensure the best outcomes for clients.
- Develop and implement a maintenance schedule to reduce the risk of property issues and ensure optimal living conditions for clients.
- To support the development of any necessary tools and resources to ensure services are effective and successful.
- To monitor and maintain the safe use, storage, ordering and records of medication administration.
- Complete health and safety checks in line with legislation requirements, reporting any maintenance requirements.
- Maintain up-to-date knowledge of housing and health and safety legislation to ensure compliance.
- To be involved in future developments within the service.

EVALUATION AND MONITORING

- Monitor records on the progress of each client and the services provided.
- Audit support workers files, carry out observations of their support sessions and offer feedback.
- Prepare reports on the performance of the service, identifying areas for improvement and ensuring compliance with funding and regulatory requirements.

- Maintain confidentiality in all documentation and adhere to data protection regulations.
- Maintain accurate records of health and safety inspections and actions taken.
- Prepare reports for internal and external audits, ensuring all data is accurate and up to date.

COLLABORATION & STAKEHOLDER ENGAGEMENT

- Build and maintain strong working relationships with local mental health services, external agencies and other partners to ensure seamless support for clients.
- Represent Coventry, Warwickshire and Worcestershire Mind at relevant meetings and forums, advocating for the needs of individuals with mental health challenges.

PLANNING AND ORGANISATIONAL SKILLS

- To promote a dignified and respectful culture in all instances, while actively seeking to protect all those deemed vulnerable in the care of the service.
- Promote and implement Coventry and Warwickshire Mind policies, ensuring that all staff are familiar with and comply with all organisational policies, procedures and legislative requirements governing the organisation.
- To promote the organisation and its values and beliefs at all times to maintain its good reputation.
- To attend and complete all mandatory training,

OTHER DUTIES

- To provide periodic “on call” provision in rotation with other designated staff.
- To participate in training as appropriate and to attend regular personal supervision sessions.
- To undertake these duties in a framework that recognises the diversity of clients and encourages equality of opportunity for all.
- To contribute fully to the corporate aims and objectives and work within CWW Mind’s values, policies, and procedure.
- To undertake any other duties as delegated, which are deemed appropriate within the grade and responsibilities of the post and following consultation with the post holder

This job description may be subject to change by agreement from time to time, to reflect the changing needs of CWW Mind or the funders.

Person Specification

Coventry, Warwickshire and Worcestershire Mind is committed to employing staff that have the necessary skills and experience to undertake the duties required of each role. In addition, Coventry, Warwickshire and Worcestershire Mind is committed to developing and supporting staff, enabling each individual to carry out the responsibilities of their post to the best of their ability. Staff are encouraged to take part in a comprehensive training package. The organisation would expect the following from staff:

Essential/Desirable	
EXPERIENCE • Experience of working in the mental health care sector. • Experience of supporting individuals with mental health support needs. • Supervisory experience. • Experience in dealing with individuals with challenging behaviours. • Experience of supporting delivery to people with additional needs (e.g. learning difficulties, dual diagnosis). • Experience in supported housing or social care settings. • Experience in risk assessment and safeguarding. • Experience working with multidisciplinary teams or external partners	E E D E E D E E
SKILLS AND ABILITIES • Skilled in developing and delivering a person-centered approach to assess, plan and review an individuals' needs. • Excellent leadership, communication, and interpersonal skills. • Ability to motivate and inspire a team while managing and resolving conflicts effectively. • Ability to handle sensitive and confidential information with discretion. • Strong organisational and time-management skills. • Strong leadership and team management skills. • A compassionate and empathetic approach to working with individuals with mental health challenges. • Proactive, self-motivated and able to work independently as well as part of a team. • Competent to support clients in a person-centered manner. • Courage to do the right thing for clients whilst respecting their individuality, dignity and personal choice. • Able to lead and motivate others. • Ability and experience of working with a wide range of people. • Ability to problem solve. • Team player. • Reporting and monitoring skills. • Supervision skills.	E E E E E E E E E E E E D
KNOWLEDGE • Understanding of key issues within mental health. • Knowledge of relevant legislation and guidelines, such as the Care Act, Mental Health Act and Safeguarding Adults procedures. • Knowledge of mental health conditions, supported accommodation services and recovery-focused approaches.	E E D
EDUCATION / QUALIFICATIONS • A relevant qualification in health and social care (e.g., Level 3 in Health and Social Care, Mental Health, or equivalent).	D

Evidence of continuing professional development.	E
ATTITUDES - Enthusiastic and innovative approach. - Strong commitment to empowering clients. - Commitment to valuing fair access & diversity. - Commitment to client involvement. - Flexible approach to working. - Committed and supportive approach to the strategic aims of the organisation.	E E E E E E
GENERAL - IT literate. - A valid driver's license for travel between properties. - DBS (Disclosure and Barring Service) check will be required for this role. - Role requires additional out of hours on call responsibilities.	E D E E

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