



Person Specification: Team Leader

This person specification outlines the essential and desirable criteria for the role, which we will use to assess your application.

1. Experience

- A minimum of two years experience managing/leading a team in an addiction or social care setting, including task delegation and performance appraisals **[Essential]**
- Practical experience in:
 - Case management and key working **[Essential]**
 - Conducting assessments and care planning **[Essential]**
 - Providing group support and facilitation to aid the change process **[Essential]**
- Experience using client management systems such as Salesforce or similar platforms. **[Essential]**
- Experience working collaboratively with external agencies, including voluntary and statutory sectors, enhancing and supporting service delivery. **[Desirable]**

This position focuses on delivering frontline support in alcohol and liver health services, so we are looking for candidates who can and are eager to engage directly with service users.

2. Qualifications

- A relevant third-level qualification (minimum Level 8) in Social Care, Addiction Studies, or a related field. **[Essential]**
- Additional qualifications in areas such as Leadership, Management, or Addiction Studies. **[Desirable]**

3. Knowledge

- Comprehensive understanding of case management, key working, and group facilitation techniques to support the change process.
- Knowledge of evidence-based interventions (e.g., Motivational Interviewing, Relapse Prevention) and trauma-informed, client-centred approaches.
- Practical experience in conducting assessments and developing care plans for service users.
- Awareness of harm reduction principles and the challenges faced by marginalised communities.
- Knowledge of relevant frameworks and standards (e.g., QuADs, Better Safer Healthcare, GDPR).



4. Skills and Abilities

- Strong leadership, communication, and interpersonal skills at all levels.
- Proven organisational and time-management skills, with the ability to prioritise effectively and manage multiple responsibilities.
- Ability to manage sensitive information with confidentiality and comply with GDPR
- Proficiency in IT, including Microsoft Office Suite, client management systems, and reporting tools.
- Ability to respond calmly and professionally in emergencies or high-pressure situations.
- Ability to effectively cultivate relationships with service users, external stakeholders, and community organisations to enhance service delivery.
- Skilled in advocating for service users and representing organisational values externally.

5. Attitude

- Enthusiastic and committed to providing high-quality services to service users and team members.
- Friendly, approachable, and flexible, with a "can-do" attitude.
- Open to feedback from service users, colleagues, and management, with a commitment to continuous improvement.
- A collaborative team player who values consultative ways of working.
- Dedicated to fostering an inclusive and empowering work environment that promotes equality and prioritises health and safety.

6. Contractual

- Willingness to work off-site as necessary, adhering to Community Response guidelines.
- Flexibility to work outside standard office hours when required.