



A MENTAL HEALTH SOCIAL MOVEMENT

8-10 WEST STREET, OLD MARKET, BRISTOL, BS2 0BH · 0808 808 9120  
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## **Job Pack** **Team Manager (Freedom)**

Thank you for your interest in this role, please find below some information to help you decide if you would like to apply. In the interests of equality CVs will not be accepted, so please apply via the website. Applicants will be assessed on their ability to meet the criteria listed in the Person Specification.

The closing date for this role is **08/12/2024 at 11.59pm** and interviews will be held on the week commencing **16/12/2024**. Candidates shortlisted for interview will be informed by email - we are not able to offer individual feedback to unsuccessful candidates.

To have an informal discussion about the role, contact **Bianka** - [bianka@otrbristol.org.uk](mailto:bianka@otrbristol.org.uk)

## Role Summary

<b>Job Title</b>	Team Manager (Freedom)
<b>Salary</b>	OTR Band C   Starting salary £30,940 fte
<b>Hours</b>	37.5 per week
<b>Contract</b>	Permanent
<b>Leave</b>	Flexible - our basic entitlement is 28 days (pro rata). However, OTR operates a flexible leave policy and you are entitled to request as much leave as you would like and need.
<b>Pension</b>	With The People's Pension - up to 3% employer contribution on qualifying earnings
<b>Location</b>	Based at OTR, 8-10 West Street, St Philips, Bristol, BS2 0BH and in locations across Bristol, South Glos. and North Somerset
<b>Accountable to</b>	Director of Services
<b>Job Purpose</b>	<ul style="list-style-type: none"> <li>● To lead, manage, coordinate and develop OTR's offer to LGBTQ+ (Freedom Youth) children, young people and parents.</li> <li>● To engage and collaborate with local, regional and national stakeholders on relevant LGBTQ+ issues and rights, providing leadership and influence on matters of social policy, professional practice and service design.</li> <li>● To work with the Senior Leadership Team on development of the long term strategy for the service and evolving the business model and practice.</li> <li>● To collaborate across OTR to build understanding and advocacy ensuring the widest possible access to the Freedom service for CYP.</li> <li>● To provide training, consultation and resources to external agencies where appropriate.</li> <li>● To support the delivery of Freedom Youth in both 1:1 and group settings as required.</li> <li>● To support the development of other OTR services, supporting their accessibility and ability to deliver outstanding support to LGBTQ+ young people.</li> </ul>
<b>Key Relationships</b>	<ul style="list-style-type: none"> <li>● Freedom staff and volunteers</li> <li>● Line Manager</li> <li>● Senior Leadership Team</li> <li>● OTR Team Managers</li> <li>● Local, regional and national stakeholders in the VCS, education, health and social care</li> <li>● Sector partners</li> <li>● OTR staff and volunteers</li> </ul>

## Role Description

<b>Management &amp; Delivery</b>	<ul style="list-style-type: none"> <li>● To provide in-house and external leadership on issues of LGBTQ+ youth, rights and mental health and development of practice.</li> <li>● To work with the business development and communications teams to ensure maximum access and long term financial security for the service.</li> <li>● To provide day-to-day leadership, including operational and line management to Freedom employees and volunteers as appropriate, managing individual and group performance and activity.</li> <li>● To project manage, where appropriate, any new initiatives/projects emerging under this programme of work.</li> <li>● To work within the project delivery where needed to support Freedom and its core functions.</li> <li>● To evolve and develop the Freedom offer, along with key members of OTR, to meet the needs of local young people.</li> <li>● To contribute to OTR in-house training and provide external training and consultancy on LGBTQ+ issues and rights.</li> </ul>
<b>Supervision</b>	<ul style="list-style-type: none"> <li>● To provide high quality supervision for employees and volunteers in both group and 1:1 contexts.</li> <li>● To attend operational performance supervision with your Line Manager</li> </ul>
<b>Risk &amp; Safety</b>	<ul style="list-style-type: none"> <li>● To proactively implement OTR's risk and safety policy, supporting practitioners to approach risk thoughtfully and positively.</li> <li>● To proactively implement and operationalise OTR's safeguarding policies and procedures.</li> <li>● To lead on safeguarding for OTR young people accessing Freedom, ensuring at-risk children and young people are flagged and supported as consistent with local protocols and internal policies and procedures.</li> <li>● To oversee, support and be responsible for any onward referral of OTR clients to statutory services where appropriate.</li> <li>● Maintain up-to-date local knowledge in relation to local safeguarding protocols and internal policies and procedures.</li> <li>● To report all critical incidents to the Director of Operations.</li> </ul>
<b>Monitoring</b>	<ul style="list-style-type: none"> <li>● To ensure all service activity is monitored accurately and thoroughly on IAPTus and any other internal mechanisms, consistent with the contracted/OTR Key Performance Indicators (KPIs).</li> <li>● To ensure contemporaneous and accurate record keeping of all clients on IAPTus, particularly those flagged as at-risk.</li> <li>● To ensure the service delivers against contracted outputs and outcomes.</li> <li>● To provide accurate and up to date reports as required.</li> </ul>
<b>General</b>	<ul style="list-style-type: none"> <li>● To engage in training and development appropriate to the role</li> <li>● To commit to the core beliefs and values of OTR, including young people's empowerment and participation</li> <li>● To work within the spirit and framework of all OTR policies, governance, and delivery philosophy and to keep up to date with relevant training and professional development, especially in relation to Equity, Participation, Confidentiality, Vulnerable Adults and Child Protection and Safeguarding.</li> <li>● To ensure all paper and electronic personal records are managed and stored safely and according to data protection and confidentiality policies at all times.</li> <li>● To respect and maintain the confidentiality of all employees, volunteers and young people at OTR internally and with external agencies.</li> </ul>

## Person Specification

	<b>Essential</b>	<b>Desirable</b>
<b>Education &amp; Qualifications</b>	<ul style="list-style-type: none"> <li>● Demonstrable and relevant education and learning in line with the requirements outlined within the role.</li> <li>● Evidence of ongoing professional development.</li> </ul>	<ul style="list-style-type: none"> <li>● A recognised degree in youth and/or community work/development, social work, sociology, or related discipline.</li> <li>● A recognised qualification in clinical supervision.</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>● Experience of working with LGBTQ+ young people.</li> <li>● Experience supervising practitioners working with young people.</li> <li>● Experience managing people and teams.</li> <li>● Experience of managing service delivery, continuous improvement and development of new services</li> <li>● Experience of managing safeguarding, confidentiality and risk.</li> <li>● Experience developing and delivering high quality training.</li> <li>● Experience of supporting the development of funding bids and tenders</li> </ul>	<ul style="list-style-type: none"> <li>● Experience of working in the voluntary sector.</li> <li>● Experience of clinical/safeguarding audit.</li> <li>● Experience with IAPTUS or other digital case management software.</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>● Excellent knowledge of the issues and pressures facing LGBTQ+ young people.</li> <li>● Excellent knowledge of safeguarding best practice.</li> <li>● Good working knowledge of local services for young people, safeguarding and healthcare pathways.</li> <li>● An excellent understanding of anti-oppressive practice and equalities issues.</li> </ul>	<ul style="list-style-type: none"> <li>● A working knowledge of young people's mental health and wellbeing and the surrounding policy context.</li> </ul>
<b>Skills &amp; Abilities</b>	<ul style="list-style-type: none"> <li>● Ability to effectively supervise and engage formatively with practitioners and students.</li> <li>● Excellent management and coaching skills with the ability to lead a diverse team with a range of needs and skills.</li> <li>● Excellent and demonstrable project management skills with the ability to deliver contracted outcomes on time and within budget.</li> </ul>	

	<ul style="list-style-type: none"> <li>● Excellent organisational skills and the ability to prioritise and manage a demanding workload.</li> <li>● Ability to engage critically with the work and the field of mental health.</li> <li>● Ability to negotiate and apply ethics in practice.</li> <li>● Strong IT skills.</li> </ul>	
<p><b>Personal qualities</b></p>	<ul style="list-style-type: none"> <li>● A collaborative approach, being able to work alongside colleagues from across the organisation who may have differing work or communication styles.</li> <li>● Supportive and encouraging.</li> <li>● A demonstrable commitment to personal growth and development.</li> <li>● Resilient; able to model good self care.</li> <li>● Values led with a personal commitment to equality, diversity, social justice and change.</li> <li>● A strong personal interest in and commitment to the mental health and wellbeing of children and young people.</li> </ul>	

## About us

OTR is a mental health social movement by and for young people. The charity is at an exciting stage of its 59-year history and is proud to be reaching more young people than ever before (over 20,000) across Bristol, South Gloucestershire, and North Somerset with creative and diverse mental health and wellbeing info and support.

Our approach to mental health is grounded in a set of beliefs and assumptions that underpins all of our work. We believe in celebrating diversity, empowering and mobilising young people to make change, and that catering to the unique strengths, interests and circumstances surrounding young people is key. Our approach centres on collaboration and partnership, building relationships between individuals, peers and communities.

Each day is as engaging and fulfilling as the last, and with a network of supportive, community minded people, we hope you'll feel welcome here. As a thank you, we like to compensate our employees for the important work they do with a range of benefits including a flexible leave policy (38 days), healthcare cost assistance with HealthShield, flexible and hybrid working arrangements, enhanced sick pay, parental leave, continual training and development, free yoga and reiki, and more (subject to contractual terms and conditions).

At OTR, whatever your role or professional background, you will be expected to work in a way that is anti-oppressive and inclusive. A key focus for OTR is to develop an organisation that is inclusive for all but we do not claim to be experts in this. We are committed to continuous learning and improvement in these areas and invite you to join us on this journey.

OTR recognises the benefits to individual practice and organisational credibility of having a diverse community of staff and volunteers and to this end is continually working towards building and maintaining an environment which values and pursues diversity accordingly.

We recognise that tackling systemic inequality, prejudice, racism and oppressive practice requires each of us to actively engage, self-examine and make changes where necessary, in order to improve access and equitable experience for all in society and all of those who come through our doors at OTR.

<b>What We Believe</b>	<b>What We Value</b>	<b>How We Behave</b>
<ul style="list-style-type: none"><li>• We believe that our offer should be inclusive of all cultures and identities</li><li>• We believe that young people have unique strengths, interests and circumstances</li><li>• We believe that the world around us impacts our wellbeing</li><li>• We believe in placing young people at the heart of our work</li><li>• We believe in innovating and evolving to improve our offer for young people</li><li>• We believe that relationships are what make the difference</li><li>• We believe in the power of partnerships</li></ul>	<ul style="list-style-type: none"><li>• Collaboration</li><li>• Diversity</li><li>• Learning</li><li>• Sharing</li><li>• Participation</li><li>• Self-efficacy</li><li>• Self-care</li><li>• Transparency</li><li>• Agency</li><li>• Creativity</li><li>• Social Action</li><li>• Pragmatism</li></ul>	<ul style="list-style-type: none"><li>• We're accommodating</li><li>• We're integrated</li><li>• We're thoughtful</li><li>• We're supportive</li><li>• We're open</li><li>• We're resourceful</li><li>• We're resilient</li><li>• We're communicative</li><li>• We're independent</li><li>• We're imaginative</li><li>• We're motivated</li><li>• We're adaptable</li></ul>