



A MENTAL HEALTH SOCIAL MOVEMENT

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REGISTERED CHARITY #1085351 - OTRBRISTOL.ORG.UK

Job Pack

Team Coordinator (MHST)

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 provisional closing date for this role is **28th September 2025 at 11.59pm**, however we may close this sooner depending on the number of applicants we receive. We therefore encourage you to apply as soon as possible to avoid missing out on this opportunity. 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 awp.mhstenquiries@nhs.net

Role Summary

Job Title	Team Coordinator (MHST)
Salary	OTR Band C Starting salary £30,940 fte
Hours	22.5 per week 0.6 fte
Contract	Permanent
Leave	Flexible – our basic entitlement is 32 days (pro rata), however OTR operates a flexible annual leave policy which entitles you to request as much leave as you would like and need
Pension	With The People's Pension – up to 3% employer contribution on qualifying earnings
Location	Based at OTR, 2 Horfield Road, St Michael's Hill, BS2 8EA and in locations across Bristol and South Glos.
Accountable to	Team Manager (MHST)
Job Purpose	• To assist MHST Team Managers and Clinical Leads in the operational management of Mental Health Support Teams. • To provide line management support to some of the qualified EMHPs and consult with the Team Managers around any concerns for staff wellbeing, retention or ability to do their work. • To ensure that processes and systems are in place that will ensure robust reporting and safe structures for both staff and CYP. • To develop and maintain meaningful relationships with schools which support implementation and maintenance of the MHST service. • To support the development of Participation work and Peer mentoring within the service. • Support the growth and development of Champion roles - specialist roles within the MHST focussing on key areas of work, e.g. equality, sustainability etc. • Support the development of the WSA (Whole School Approach) offer within the service. • Support the MHST Senior Leadership Team with recruitment and induction of new staff members into the service. • Play an instrumental role in the development of EDI work of the MHST.
Key Relationships	• MHST Team Managers • Clinical Team Managers • MHST Supervisors • Mental Health Leads (MHL), and key education staff members across the Bristol, North Somerset, and South Glos (BNSSG) commissioning area • OTR Membership Team • OTR Therapeutic Services Team • OTR Staff and Volunteers • OTR Management Team • Barnado's Participation CYP (who help with recruitment) • AWP Service Lead (MHST) • AWP CAMHS Locality Teams • AWP Primary Mental Health Specialist • Local external CYP agencies and local • Exeter University CYP-IAPT Programme

Role Description

Strategic	- To develop and maintain relationships with individual schools and multi academy trusts. Offer day to day support of the key relationships and communication with MHL's and help provide solutions to any referral issues. - Identifying themes and patterns in education settings that require any trouble shooting or escalation of additional support, especially where barriers to delivering a service is a risk. - To proactively work in partnership with the allocated schools - this will involve promotion of the service and support induction of new MHST staff into their setting. - Whole School Approach - to support the development and delivery of the WSA offer, including developing tools, and resources. - To promote and uphold a social model approach to supporting CYPs Mental health and wellbeing within the service, partnership, and the communities we serve.
Risk & Safety	- To maintain up-to-date local knowledge in relation to safeguarding themes, policies and procedures, including attending regular training. - To ensure children and young people at risk of any harm are supported without delay by making staff aware of our local protocols and internal policies and procedures. - To be aware of our schools' management of safeguarding processes and how we work in partnership with them to safeguard children, young people and their families. - To have knowledge and awareness to support staff making any onward referral of MHST CYP to statutory services, where appropriate. - To uphold staff wellbeing and a culture of psychological safety in the workplace.
Management	- To provide day to day management support for some of the qualified EMHPs including holding line management meetings, objective setting, appraisals and performance management. - To utilise AWP and OTR management systems to record and monitor annual leave, sickness, expenses, and occupational health management. - To support the recruitment and induction of EMHPs into the service and MHST model. - To support trainee EMHPs in the completion of their qualification through Exeter University. - To support EMHPs in responding to issues arising with school and troubleshoot day to day barriers to delivery in those settings. - To oversee and support champion roles to promote the diversity of skills, experience, and knowledge within our workforce to benefit our practice - including joining up relevant work across the service and externally. - To support EMHPs and Mental Health Lead's in ongoing Mental Health audits for schools. - To contribute to, and support the monitoring and evaluation of WSA work
Service Delivery	- To oversee and support EMHPS in the day-to-day delivery of the MHST service according to the model Standard Operating Procedure (SOP). - To attend relevant partnership meetings and build sustainable relationships with external partners. - Support the development of the Mental Health Lead Forum. - To work with and support the MHST admin team to ensure an efficient and effective service. - To support and maintain a meaningful process of feedback, quality assurance, and service development. - To support the development of Peer mentoring and Participation work within the service. - To support the development and implementation of school community work

General	• To engage in training and development appropriate to the role • To commit to the core values of OTR, including young people's empowerment and participation • 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 Equality, Participation, Confidentiality, Vulnerable Adults and Child Protection and Safeguarding. • To ensure all paper and electronic personal records are always managed and stored safely. • To respect and maintain the confidentiality of all staff, volunteers and young people at OTR internally and with external agencies. • This Job Description does not provide an exhaustive list of duties and may be reviewed in conjunction with the post holder considering service development.
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Person Specification

	Essential	Desirable
Education & Qualifications	• Demonstrable and relevant education and learning in line with the requirements outlined within the role. • Evidence of ongoing professional development.	• Recognised professional qualification in working with young people, including social work, Youthwork, Counselling, or Education, SEND etc. • A recognised qualification supervising to CYP-IAPT principles and frameworks or experience in managing within this framework or similar.
Experience	• Proven experience working with young people with complex needs. • Proven experience of working with adults in young people's lives. • Proven experience managing teams and line managing individuals. • Experience of managing service/project delivery and supporting teams to work to targets. • Experience of supporting the implementation of new services/ideas/project management. • Experience of working with safeguarding and managing risk. • Experience of multi-agency working and a clear commitment to partnerships. • Experience of working in/alongside education.	
Knowledge	• Good working knowledge of local services for young people, safeguarding and health care pathways. • An excellent understanding of anti-oppressive practice and equalities issues. • Knowledge and understanding of working with parents. • Working knowledge of factors influencing CYP mental health difficulties.	• Working knowledge of a range of approaches to engage and work with young people and their families. • Understanding of CAMHS model and wider mental health system. • A working knowledge of routine outcome measures and the ability to turn practice into evidence. • Knowledge of school systems, educational cultures, and the challenges of service delivery in these settings.
Skills & Abilities	• Demonstrable management skills with the ability to lead a diverse team with a range of needs and skills. • Excellent organisational skills and the ability to prioritise and manage a demanding workload.	• Ability to effectively line manage and engage formatively with practitioners delivering psychodynamic, CBT, person centred and solution focused modalities

	• Able to represent team and delivery models in a range of settings and forums through partnership working. • Ability to engage critically with the work and the field of mental health. • The ability to negotiate and apply ethics in practice. • Strong IT skills.	
Personal Qualities	✧ Collaborative and diplomatic. ✧ Supportive and encouraging. ✧ A demonstrable commitment to personal growth and development ✧ Resilient; able to model good self-care. ✧ Values-led, with a personal commitment to equality, diversity, social justice and change. ✧ A strong personal interest in and commitment to mental health and wellbeing.	
Other	• Access to own transport and ability to travel to multiple sites across Bristol, South Glos, and North Somerset, sometimes on the same day. • Willingness to work flexibly, including some evenings and weekends.	• A full, clean driving licence.

About OTR and AWP

OTR and AWP work in partnership to deliver a high-quality mental health service for young people within the Mental Health Support Teams (MHST).

OTR

OTR is a mental health social movement by and for young people. The charity is at an exciting stage of its 60-year history and is proud to be reaching more young people than ever before (over 17,000) across Bristol, South Gloucestershire, and North Somerset with creative and diverse mental health and wellbeing information and support.

Our approach to mental health is grounded in a set of beliefs and assumptions that underpins all 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, healthcare cost assistance with HealthShield, flexible and hybrid working arrangements, enhanced sick pay, parental leave, continual training and development, and many in-house events and initiatives.

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, to improve access and equitable experience for all in society and all of those who come through our doors at OTR.

What we value:

- **Championing Humanity:** valuing the inherent dignity of each and every person, supporting and celebrating expression of identity in all its forms
- **Being Curious:** taking an interest in how things work and could be improved, noticing and exploring perceptions and experiences whether collective or individual
- **Positive Disruption:** naming systems, structures, and attitudes that hinder supportive social change, seeking ways to overturn barriers to progress
- **Seed Sowing:** with an eye to the potential of the long term, seizing present moments and opportunities to set in motion shifts to benefit young people
- **Deeply Rooted:** carefully developing systems and processes that ensure our operations are secure, safe and dependable, supporting effective communication and making accountability clear

What we believe:

- Our offer should be inclusive of all cultures and identities
- Young people have unique strengths, interests and circumstances
- The world around us impacts our wellbeing

- Placing young people at the heart of our work
- Innovating and evolving to improve our offer for young people
- Relationships are what make the difference
- The power of partnerships

AWP

Your behaviours should reflect AWP **PRIDE** values:

Passion:

- Doing my best all of the time
- Everything I do is in the interests of everyone who uses our services
- I am positive and enthusiastic in my work
- I am receptive to new ideas and service improvements
- I actively seek opportunities to learn and develop

Respect:

- Listening, understanding and valuing what you tell me
- I show compassion and kindness at all times
- I am a team player and support my colleagues
- I listen carefully and communicate clearly
- I respond positively to differences of opinion

Integrity:

- Being open, honest, and straightforward and reliable
- I encourage and value feedback from others to help me develop
- I try to always do what I say I will do
- I am open and honest about when things have not gone well
- I raise concerns and report incidents that arise

Diversity:

- Relating to everyone as an individual
- I try to listen without judging
- I actively take account of the needs and views of others
- I understand and support the benefits that diversity brings to my team

Excellence:

- Striving to provide the highest quality support
- I set high standards for my work and personal conduct
- I plan my workload and deliver on my commitments
- I make best use of available resources
- I put forward ideas to improve the quality of services