



A MENTAL HEALTH SOCIAL MOVEMENT

OFF THE RECORD (BRISTOL)

8-10 WEST STREET, OLD MARKET, BRISTOL, BS2 0BH · 0808 808 9120  
REGISTERED CHARITY #1085351 · OTRBRISTOL.ORG.UK

---

## **Job Pack**

### **Team Manager (Mental Health Support Team - 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 closing date for this role is **17th August 2025 at 11:59pm** and interviews will be held week commencing **25th August**. Candidates shortlisted for interview will be informed by email - we are not able to offer individual feedback to unsuccessful candidates at application stage.

If you have any questions about the role, contact [people@otrbristol.org.uk](mailto:people@otrbristol.org.uk)

## Role Summary

<b>Job Title</b>	Team Manager (MHST)
<b>Salary</b>	OTR Band D   Starting salary £39,367
<b>Hours</b>	37.5 hours per week with occasional evening and weekend working
<b>Contract</b>	Permanent
<b>Leave</b>	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
<b>Pension</b>	With The People's Pension – up to 3% employer contribution on qualifying earnings
<b>Location</b>	Based at MHST, 2 Horfield Road, St Michael's Hill, Bristol, BS2 8EA and OTR, 8-10 West Street, St Phillips, Bristol, BS2 0BH, with regular travel across OTR's geographical footprint - Bristol, North Somerset, and South Glos. (BNSSG)
<b>Accountable to</b>	Clinical Service Manager (CSM) within the Avon & Wiltshire Partnership (AWP) as well as into the Senior Leadership Team (SLT) at OTR
<b>Job Purpose</b>	<ul style="list-style-type: none"> <li>• To support the implementation of the BNSSG (Bristol, North Somerset and South Gloucestershire) Mental Health Support Teams (MHST) alongside AWP (Avon &amp; Wiltshire Mental Health Partnership).</li> <li>• To provide managerial support to supervisors, HI CBT practitioners, Team Coordinators, and locality based MHST Teams.</li> <li>• To work collaboratively with schools to ensure that Children &amp; Young People (CYP) have access to high quality and flexible early intervention in relation to their mental health and wellbeing.</li> <li>• To ensure that processes and systems are in place that will ensure robust reporting and safe structures for both staff and CYP.</li> <li>• To bring an understanding and solution focused approach to working alongside education to ensure the success of the service,</li> <li>• To be central to the ongoing strategic relationship between OTR and AWP to ensure clear pathways for CYP across the local area.</li> <li>• To bring the philosophy of OTR and ways of working to the broader MHST team.</li> <li>• To work in the spirit of, and with a commitment to, partnership working at all levels.</li> </ul>
<b>Key Relationships</b>	<ul style="list-style-type: none"> <li>• OTR's Chief Executive Officer</li> <li>• OTR's Membership, Therapeutic Services, and Management Teams</li> <li>• OTR Staff and Volunteers</li> <li>• AWP Service Lead (MHST)</li> <li>• AWP CAMHS Locality Managers</li> <li>• AWP Primary Mental Health Specialist</li> <li>• OTR Head of Clinical Services</li> <li>• Senior School and Multi Academy Trust staff members cross the BNSSG area</li> <li>• External CYP agencies</li> <li>• Exeter University CYP-IAPT Programme</li> <li>• Local Education Authority, Public Health, and Clinical Commissioning Group (CCG)</li> <li>• Key community organisations</li> <li>• BAME Mental Health Network</li> </ul>

## Role Description

<b>Strategic</b>	<ul style="list-style-type: none"> <li>• To work with the local implementation and steering group to ensure that the service is delivering against the set objectives.</li> <li>• To work with the local mental health systems with a continued focus on ensuring access to timely, appropriate, and accessible support for local CYP.</li> <li>• To have strategic oversight of the service, including ensuring robust links and relationships with OTR, more broadly, so that CYP are effectively signposted.</li> <li>• To proactively work in partnership with identified schools to ensure that the delivery model is streamlined and effective for those CYP who engage; this will include the escalation of any issues or barriers to delivery.</li> <li>• To be familiar with the local commissioning structure and those involved with meeting the needs of CYP mental health across the public sector, including education, to ensure that the service is integrated and responding to need as expected.</li> <li>• To share best practice, ensuring good training is shared throughout the service.</li> <li>• To share and integrate best practice with other MHST teams and contact with other teams in the South West area, including attending the monthly Community of Practice meetings.</li> <li>• To uphold and promote working according to the i-Thrive model, as part of the IAPT and wider Youth Work and Mental Health network.</li> <li>• To ensure OTR values and strategic priorities are implemented and embedded - e.g. Anti-Oppressive Practice and Participation.</li> <li>• To hold a working relationship with CAMHS service management and leadership, sharing information between the two services.</li> <li>• To develop and maintain relationships with individual schools and multi-academy trusts.</li> <li>• To advocate for the wellbeing, voice, and experience of CYP, their families, and schools, within the systems in which we operate.</li> <li>• To attend weekly MHST SLT meetings to oversee and support the operational and strategic management and development of the service.</li> <li>• To support the Clinical Service Manager in upholding robust quality assurance and outcome reporting against our strategic objectives.</li> </ul>
<b>Risk and Safety</b>	<ul style="list-style-type: none"> <li>• To work with the Clinical Team Manager to ensure the robust implementation of AWP's safeguarding policies and procedures, in line with OTR's policies.</li> <li>• To maintain up-to-date local knowledge in relation to safeguarding themes, policies, and procedures. Including attending regular training.</li> <li>• To act as a safeguarding lead for all relevant project staff, ensuring at-risk children and young people are identified and supported, consistent with local protocols and internal policies and procedures.</li> <li>• To provide senior safeguarding support within OTR's MHST, and to support and oversee safeguarding for OTRs services.</li> <li>• To support the Assistant Team Manager to be aware of schools' management of safeguarding, and support escalation of issues when they arise.</li> <li>• To have oversight, support, and be responsible for any onward referral of MHST CYP to statutory services where appropriate.</li> <li>• To support Clinical Lead ensuring contemporaneous and accurate record keeping of all clients on IAPTus, particularly those flagged as at-risk.</li> <li>• To report all critical incidents to the CEO and to the relevant lead at AWP.</li> <li>• To lead on promoting and upholding staff wellbeing and safe practice.</li> </ul>
<b>Management</b>	<ul style="list-style-type: none"> <li>• To manage and lead MHST Locality teams.</li> <li>• To provide direct Line management to Assistant Team Managers,</li> </ul>

	<p>Supervisors, HI CBT Practitioners, and Admin Staff.</p> <ul style="list-style-type: none"> <li>• To lead in the recruitment and induction of EMHPs, HI CBT Practitioners, Supervisors, Team Coordinators, and administrative staff, in line with policy and procedure, ensuring that the OTRs philosophy and approach is central to the delivery model. Specifically, to prioritise broadening recruitment to develop a service representative of the communities we work in.</li> <li>• To ensure there are robust quality assurance processes in place to monitor the performance and delivery of the team and with the Service Lead ensure that contractual requirements are met.</li> <li>• To cultivate an inclusive team culture that promotes a strong awareness of the services and skills available within and outside of OTR.</li> <li>• To ensure that the ongoing training and development needs of the team are identified and professional/personal development plans are in place.</li> <li>• To work as part of the broader leadership and Management team at OTR to deliver against its wider strategic aims and objectives.</li> <li>• To provide effective and high-quality appraisal.</li> <li>• To provide oversight and leadership for Whole School approach development.</li> <li>• To work with MHST Leadership team to ensure policies and procedures are followed by all to deliver evidence-based interventions</li> <li>• To lead the development and embedding of MHST Policies and procedures including EDI, Wellbeing, and Communications.</li> <li>• To oversee Assistant Team Managers and lead service to uphold all management policies and procedures in relation to complaints and grievances.</li> <li>• To provide high quality line management supervision to allocated staff across teams.</li> <li>• To attend regular operational performance supervision with the CEO and MSHT Service Lead.</li> <li>• To promote the use of Routine Outcome Measures both for 1:1 Clinical and Universal Whole School Approach work.</li> </ul>
<b>Service Delivery &amp; Contracts</b>	<ul style="list-style-type: none"> <li>• To represent the team at designated meetings both locally and nationally.</li> <li>• To support the Service Lead to report on outcomes as required within the contract(s).</li> <li>• To support the Clinical Service Manager in Managing risk to the service.</li> <li>• To work with OTRs SLT to manage risk to the organisation and its work.</li> <li>• To consider and identify the ongoing needs of the team, ensure that any potential risks are identified, and offer solutions.</li> <li>• To provide oversight of contractual arrangements with schools.</li> <li>• To support schools to access wider development and training opportunities in relation to mental health and wellbeing.</li> <li>• To work with DfE and Clinical Service Manager in supporting escalation policy with schools where needed.</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 values and beliefs of OTR, including young people's empowerment and participation.</li> <li>• To ensure all paper and electronic personal records are always managed and stored safely in line with OTR policies</li> <li>• To respect and maintain the confidentiality of all staff, volunteers and young people at OTR internally and with external agencies.</li> </ul>

## Person Specification

	Essential	Desirable
<b>Education &amp; Qualifications</b>	<ul style="list-style-type: none"> <li>• Demonstrable and relevant education and learning in line with the requirements outlined in this role.</li> <li>• Evidence of ongoing professional development.</li> </ul>	<ul style="list-style-type: none"> <li>• Recognised professional qualification in working with CYP, including Social Work, Youthwork, Counseling, or Education etc.</li> <li>• A recognised qualification supervising CYP-IAPT principles and frameworks.</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Proven experience working with young people with complex needs.</li> <li>• Proven experience of working with adults in young people's lives. Proven experience of managing teams and line managing individuals.</li> <li>• Experience of managing delivery and supporting teams to work within targets.</li> <li>• Experience of managing delivery and supporting teams to work within targets.</li> <li>• Experience of performance management.</li> <li>• Experience of implementing new services/ideas/projects.</li> <li>• Demonstrable experience of influencing systems and supporting change at a strategic level.</li> <li>• Experience of managing safeguarding, confidentiality, and risk.</li> <li>• Experience of multi-agency working and a clear commitment to partnerships.</li> <li>• Experience of strategic management and leadership at a senior level.</li> <li>• Experience of working in/alongside education.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working in the voluntary and/or statutory sector.</li> <li>• Experience of using electronic software to manage teams and workloads e.g. HR Management programmes, Rostering systems, Teams.</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Good working knowledge of local services for young people, safeguarding and health care pathways.</li> <li>• An excellent understanding of anti-oppressive practice and equalities issues and how they relate to this work.</li> <li>• Solid working knowledge of routine outcome measures and the ability to turn practice into evidence.</li> <li>• Excellent knowledge of school systems, educational cultures, and the challenges of service delivery in these settings.</li> <li>• Working knowledge of adults</li> </ul>	<ul style="list-style-type: none"> <li>• Working knowledge of a range of approaches to engage and work with young people and their families.</li> <li>• Understanding of CAMHS model and wider mental health system.</li> </ul>

	and CYP IAPT.	
<b>Skills &amp; Abilities</b>	<ul style="list-style-type: none"> <li>• Excellent management skills with the ability to lead a diverse team with a range of needs and skills.</li> <li>• Excellent organisational skills and the ability to prioritise and manage a demanding workload.</li> <li>• Able to represent team and delivery models in strategic spaces as well as to delivery partners including Public Health, the Integrated care Board, and NHS England.</li> <li>• Ability to engage critically with the work and the field of mental health.</li> <li>• The ability to negotiate and apply ethics in practice.</li> <li>• Strong IT skills.</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to effectively supervise and engage formatively with practitioners across psychodynamic, CBT, person centred and solution focused modalities.</li> </ul>
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>• Access to own transport and ability to travel to multiple sites across Bristol, North Somerset, and South Glos., sometimes on the same day.</li> <li>• A willingness to work flexibly, including some evenings and weekends.</li> <li>• Collaborative and diplomatic.</li> <li>• Supporting and encouraging.</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>	<ul style="list-style-type: none"> <li>• A full, clean driving license.</li> </ul>

## 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