

Take Back Your Mind UK | TBYMUK

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Introduction: The Service Team Leader is a voluntary role that plays a pivotal part in overseeing and enhancing our Mental Health Talking Services. This position requires a dedicated and compassionate individual who is passionate about mental health support and committed to leading a team of 20+ volunteers. Reporting to the Service Manager, the Service Team Leader will ensure that service users receive high-quality support while fostering a positive and collaborative environment for all team members.

Key Responsibilities:

Team Leadership:

- **Supervise and Inspire:** Lead a diverse team of Talking Service Volunteers, providing guidance, mentorship, and support to enhance their performance and confidence in delivering mental health support.
- **Promote Inclusivity:** Cultivate a positive team culture that emphasises open communication, mutual respect, and inclusivity, ensuring that all volunteers feel valued and supported.

Training and Development:

- **Facilitate Onboarding:** Assist in the onboarding and training of new volunteers, ensuring they acquire the necessary skills and knowledge to fulfil their roles effectively.
- **Ongoing Development:** Identify team training needs and coordinate opportunities for continued learning and professional development, enhancing the skills and capabilities of volunteers.

Service Oversight:

- **Quality Assurance:** Monitor the quality of services provided by volunteers, ensuring adherence to organisational policies, procedures, and best practices in mental health support.

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- **Performance Evaluation:** Regularly assess volunteer performance through feedback and observation, providing constructive evaluations and support to foster growth.

Coordination and Communication:

- **Liaise with Service Manager:** Act as the primary point of contact between volunteers and the Service Manager, effectively communicating updates, challenges, and successes within the team.
- **Collaboration with Scheduling Team:** Liaise with the Scheduling team regarding the availability of volunteers on your team, ensuring their schedules are coordinated each week. Keep the Scheduling team updated with any changes to a volunteer's availability to ensure effective service delivery.
- **Handle Referrals:** Manage referrals made by volunteers through SERVACT, assistance when a complaint has been raised or if a case is deemed too serious for a volunteer to handle, such as safeguarding risks.
- **Engage with Human Resources:** Liaise with human resources regarding recruitment needs, volunteer onboarding, and any conclusions related to volunteer engagement.

Support and Crisis Management:

- **Resource Guidance:** Offer guidance and support to volunteers facing challenging situations or service users in crisis, ensuring they have the tools and resources needed to respond effectively.
- **Emergency Protocols:** Familiarise yourself with and enforce emergency protocols and procedures, ensuring the safety and well-being of both volunteers and service users.

Engagement and Community Building:

- **Volunteer Engagement:** Actively promote a culture of appreciation and recognition within the team, celebrating volunteer contributions and achievements to maintain high morale and commitment.

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Additional Responsibilities:

- **Manage Volunteer Duties:** Oversee the responsibilities outlined in the Talking Services Volunteer role, ensuring all team members effectively support service users and accurately document interactions.

Essential Skills and Qualifications:

- **Leadership Experience:** Previous experience in a leadership or supervisory role, preferably in a mental health or social service environment.
- **Strong Communication Skills:** Excellent verbal and written communication abilities, focusing on active listening and empathetic engagement.
- **Conflict Resolution Skills:** Ability to mediate conflicts and facilitate discussions, fostering a collaborative and constructive team atmosphere.
- **Tech Savvy:** Proficiency in digital communication tools, data management systems, and online platforms relevant to service delivery.

Additional Skills and Qualities:

- **Passion for Mental Health:** A strong commitment to promoting mental health awareness and support, with an understanding of related issues and challenges.
- **Empathy and Compassion:** A desire to support and uplift others, creating a safe and nurturing environment for volunteers and service users.
- **Adaptability:** Flexibility in responding to the dynamic needs of the team and service users, adjusting strategies as necessary.

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What's in it for You?

- **Leadership Opportunity:** Take on a rewarding leadership role that allows you to make a significant impact on the lives of service users and volunteers.
- **Professional Development:** Gain valuable experience in team management and service delivery within the mental health sector.
- **Community Impact:** Play a key role in shaping the volunteer experience and enhancing the quality of support provided to individuals in need.

Time Commitment: We ask our Service Team Leaders to contribute a regular schedule, with expectations of committing between 4 to 8 hours per month, as needed. Your leadership and dedication are crucial to the success of our services.