

JOB DESCRIPTION

Division / Department

JOB TITLE: Team Leader (Changing Futures)

DIVISION: Substance Misuse Service Delivery

GRADE: Band 11

RESPONSIBLE TO: Head of Service (Changing Futures)

POST REFERENCE: 108388

Purpose of Post

To be responsible for the management of caseworkers across the Hartlepool Borough Council Changing Futures programme ensuring that caseworkers are implementing evidence-based practice to support individuals.

To ensure that the Service's key functions are fully integrated, flexible, effective, and provided to a high standard.

To take a lead role in promoting, developing and integrating the Service within the local community and health and social care agendas, and with key stakeholders.

To manage and develop a team of staff to build a dynamic, creative, and competent team within a culture of continuous service quality improvement.

To work collaboratively with services and service users, internally and externally, and to develop effective pathways, processes and interventions to support and motivate service users towards recovery.

To work within a strengths-based, recovery-orientated, change and outcomes focused approach that promotes service users and communities as responsible co-producers of health, well-being and recovery

Main Duties and Responsibilities

To lead on the operational management of the key functions of the Changing Futures Service.

To support the Head of Service continuously develop the service to ensure that there is a culture of continuous improvement.

To ensure that the approaches, models and interventions delivered are appropriate, evidence based, and effective to meet the emerging needs of beneficiaries and stakeholders, ensuring ongoing evaluation.

To develop quality and customer focused services for all clients and their families, which are accessible, consistent and seamless.

To ensure service users and other stakeholders are involved in the design, ongoing improvement and evaluation of services.

To provide professional leadership through: first line support to direct reports; decision making; leading by example; maintaining appropriate expectations, culture and values; embracing and implementing change.

To provide operational management of direct reports through consistent and quality provision of supervision, objectives, appraisal, induction, disciplinary and grievance and absence management.

To develop and maximise the potential of the staff team through skill development opportunities, coaching, engagement, motivation, team building and delegation.

To be a proactive member of the management team within the partnerships

To contribute toward overall contract performance and monitoring.

Deputise for the Head of Service when required

To assess risk and safeguarding issues, undertake risk and need assessments when appropriate and report any potential risk and safeguarding issues to ensure staff, service users and children are protected.

To work flexibly to undertake such other reasonable duties and responsibilities, at any location within reasonable daily travel from your main place of work.

To undertake any other duties directed by the Head of Service appropriate to grading of this post.

Changes

Over time Council services change and develop. This can impact upon the main duties and responsibilities of the role, and subsequently the post holder, who will be required to adapt. Any changes will be appropriate to the grading of the post and will be made in discussion with the post holder.

Date: September 2026

HARTLEPOOL BOROUGH COUNCIL IS COMMITTED TO SAFEGUARDING AND PROMOTING THE WELFARE OF CHILDREN, YOUNG PEOPLE AND VULNERABLE ADULTS. IF THIS POST IS SUBJECT TO SAFER RECRUITMENT MEASURES THEN A DISCLOSURE AND BARRING SERVICE (DBS) CHECK WILL BE REQUIRED.