

Job Description

Job Title	Regional Team Leader (West & North)
Team	Direct Support Services: Whole Family Support
Responsible to	Service Manager
Line Manager	Service Manager
Salary	£32,101 - £38,556, dependent on skills and experience.
Contract	35 hours per week. Fixed-term 1-year contract with continuation dependent on further funding.
Location	This role is hybrid, but frequent travel across Glasgow, Lanarkshire and the North of Scotland is essential to the post.

Job Purpose

The Regional Team Leader is a new leadership role within Mindroom's Direct Support Services team. The postholder will lead the establishment and development of three Whole Family Support hubs, covering Glasgow, Lanarkshire, and the North of Scotland.

The three hubs are at different stages of development, from initial set-up through to established delivery. The postholder will need to adapt their approach, balancing the demands of starting up a new hub with sustaining and developing those already running.

Reporting to the Service Manager, the postholder will line manage three Family Support Leads and our Money Advisor and will work across delivery, partnership development and systems change to ensure the hubs are well established and sustainable.

The postholder will be a highly experienced manager and excellent communicator, able to adapt their approach to build strong, trusting relationships with families, engage effectively with a range of stakeholders, and promote a balanced approach to in-person and virtual working across the team.

Hub Development and Leadership

As a team lead for hub development, the postholder will:

- Lead the establishment and development of three Whole Family Support hubs across Glasgow, Lanarkshire, and the North of Scotland, adapting their approach to reflect each hub's stage of development and ensuring delivery to plan, on time, and in line with funder requirements.

- Work with the Service Manager to develop, implement and report on Hub Delivery Plans across all three areas.
- Oversee the development of family support, peer support networks and social activities in each hub area, ensuring these are shaped by the families who use them.
- Take responsibility for managing Mindroom's new money advice service, working closely with the Service Manager to develop and embed this as part of the wider Whole Family Support offer.
- Lead the development and maintenance of local networks and partnerships in each area, including statutory services, third sector organisations and community-based groups.
- Represent Mindroom at strategic partnership meetings and multi-agency meetings across the three areas.
- Work closely with our partners, the Innovation Unit, who lead the national systems change workstream, ensuring learning from the hubs informs systems change activity and that this work is reflected in local delivery.
- Develop and manage monitoring and evaluation across the three hubs, generating data for service evaluation, funder reporting and reports to the Board of Trustees.

Team Leadership and Management

The postholder will:

- Provide line management to three Family Support Leads and one money advisor, including regular supervision, case discussion, and oversight of quality of work and adherence to policies and procedures.
- Promote staff development, carrying out annual and mid-year reviews, identifying strengths and providing opportunities for growth, in line with organisational objectives.
- Oversee workloads and case allocation across the three hubs, ensuring the service remains efficient and responsive to families' needs.
- Participate in the recruitment and induction of staff as required.
- Provide mentorship and support to volunteers and students on placement, as required.
- Support a diverse staff team to achieve their full potential, taking a flexible approach to leadership and working practices.

Wider Organisational Responsibilities

The postholder will:

- Deputise for the Service Manager when required.
- Work with the Business Development team to identify and contribute to funding opportunities that support the continuation and development of each hub.
- Support Mindroom's strategic objective of geographical expansion by helping to embed the organisation's reach and relationships within each area.
- Represent Mindroom at national events and forums, building the profile and positive reputation of the charity.

- Act as a Designated Child Protection Officer (DCPO), responding to safeguarding concerns, liaising with other agencies as required and maintaining associated records.
- Implement Mindroom's Safeguarding and Child Protection policies across all areas of work.
- Work closely with the wider Direct Support Services management team to ensure the service remains efficient and responsive, providing support to other teams as required.
- Collaborate with partner agencies and charities to explore and develop working partnerships.
- Contribute to the production of evidence-based resources appropriate to our audiences.
- Contribute to consultations that may influence statutory organisations as they formulate policy and practice.
- Participate in Continuous Personal Development in relevant areas to promote growth and confidence within the role.
- Bring flexibility and adaptability to a developing team, embracing evolving processes and ways of working to deliver the best possible service to families.
- Carry out other appropriate duties as required.

Additional Information

The salary range for this post is £32,101 to £42,861 and is dependent on skills and experience. We offer 27 days' annual leave, plus 8 public holidays. This role is offered as a 1-year fixed-term contract, with continuation subject to further funding. This is a full-time post of 35 hours per week, with flexible working available.

The charity operates a contributory pension scheme, with an employer contribution currently at 5%. A mileage allowance is available for use of your own car. We have a confidential conversations service in place for all staff, currently provided by Crossreach. A TOIL policy covers out-of-hours work. As a new employee, you will be required to successfully complete a 3-month probationary period.

PVG registration and DCPO training are required for this role, and the successful applicant will be expected to comply with Mindroom's policies and procedures, including confidentiality and data protection.

This post involves hybrid working, with a combination of home-based work, attendance at the Edinburgh office when required, and frequent travel across Glasgow, Lanarkshire, and the North of Scotland to support hub establishment, attend partnership meetings, and oversee local delivery. Occasional weekend and/or evening work may be required.

Person Specification

Criteria	Essential	Desirable
Qualifications and safeguarding		
Educated to SCQF Level 10 or above in a relevant field (e.g. education, health, social work, law, psychology, youth work, community development), or significant equivalent training, skills and experience.	✓	
Current child protection and safeguarding training, together with valid Designated Child Protection Officer (DCPO) accreditation or a willingness to acquire this within an agreed timescale.	✓	
Leadership and team management		
Significant and demonstrable experience of line managing and developing a multidisciplinary team, including supervision, case discussion and performance review, and of building confidence and capability across a team.	✓	
Excellent organisational skills, with the ability to manage competing priorities across dispersed areas at different stages of development, and to adapt as the service develops.	✓	
Direct support and service delivery		
Experience of working within advice, health, education, or social care, specifically providing, or overseeing the provision of, support to families.	✓	
Knowledge and understanding of neurodiversity, neurodivergence and neurodevelopmental conditions, and of trauma-informed practice.	✓	
Partnership working and systems change.		
Experience of developing and sustaining local networks, partnerships, and multi-agency relationships across more than one geographical area, including collaborative working across organisations.	✓	
Experience of working on service design or systems change activity.		✓
Contract, funding and performance management		
Proven experience of successfully managing and delivering public sector contracts.	✓	

Criteria	Essential	Desirable
Significant and demonstrable experience of developing and managing monitoring and evaluation frameworks, and of achieving and evidencing positive outcomes.	✓	
Experience of contributing to fundraising or business development activity, including supporting funding applications.		✓
Knowledge and technical skills		
A good understanding of Scottish Government legislation and policy (particularly The Education (Additional Support for Learning) (Scotland) Act 2004, GIRFEC and Curriculum for Excellence), as well as the UNCRC, UNCRPD and The Promise.	✓	
Strong IT skills, including familiarity with using a database to record casework and programme activity.	✓	
Knowledge of the health, education and third sector landscape across Glasgow, Lanarkshire, or the North of Scotland, and/or of money and debt advice provision.		✓
Other requirements		
Able to travel independently across the region, including locations where public transport is limited or infrequent.	✓	

