

Job Profile: Team Manager

Tom has worked for IAPT within HPFT for the last 7 years. Initially Tom joined as a trainee PWP in the NW Wellbeing team and continued to work there as a qualified PWP following the completion of training. Tom later joined the SW Wellbeing team as a Senior PWP in 2016 before becoming Team Manager of the E/SE Wellbeing team in 2018.

A day in the life of a Team Manager ...

Day to day the role is extremely varied, it is difficult to describe a typical working day! Most weeks would involve a proportion of line management supervision and PDPs (yearly reviews). There are daily issues to pick and support the team with, such as complaints, risk issues, staff support, sickness etc.

Outside of these I attend a variety of meetings (local Team and service level), lead on recruitment, manage the budget, estates and routinely monitor and support the attainment of our KPIs as a team.

What do you enjoy most about being a Team Manager?

I enjoy supporting and encouraging staff to grow and develop, it is very rewarding to see a member of staff progress through a difficult period or perhaps step up to new roles within the service.

I also enjoy the opportunities to influence the service on a strategic level, helping to shape how both the local and wider service progresses and develop.

Challenges...

It's an extremely busy and fast paced role, there is a lot to juggle and you need to be adaptable. It can be difficult to communicate tough messages to the teams, particularly when the team is so hard working and passionate about what they do. As a Manager you are reliant on a number of different departments and services to enable your team to function and perform. This can at times be difficult to navigate, as a manager you need to be able to develop good relationships with these departments.

Support...

Within the team I receive vital support from the clinical leadership team, this consists of our Deputy Clinical lead, Senior Clinicians and Senior PWPs. I utilise the HR, finance and payroll departments for advice and support as needed. I also regularly receive peer support from the other Team managers in the service and have opportunities to meet with them regularly. Finally, I receive more formal support from my line manager when required.

Key skills and knowledge...

An understanding of leadership skills and experience of implementing these in a leadership role would be very beneficial. With regards to specific skills for the role, you need to be calm and adaptable in your approach to situations. Someone who is organised, responsive and able to follow tasks and projects through independently would do well in this role.

Future opportunities...

As an operational role, the skills and duties in this role are transferable to other operational posts in different services. Eventually you could look to progress into a Service Line Lead post within the trust.

What advice would you give to a prospective a PWP?

I would suggest that those interested in becoming a Team manager in the future look into one of the NHS Leadership Academy programs prior to applying. I completed one of these courses prior to coming into post and have found the training invaluable in both obtaining the post and performing in the role.