

## **Job Description for a Team Leader**

### **Purpose of the Job**

To provide practice leadership and operational management of the service and to ensure optimum support to individuals is achieved. Our Team Leader will oversee our support offer for people with learning disabilities and autism to enhance their role as equal members of the community. To ensure Choice Support standards are adhered to and that we comply with all current legislation and regulations associated with managing support services.

To provide direct support and supervision to all staff employed or volunteering in the service.

### **Main Responsibilities of the Job**

- To ensure that each individual has a personal support plan and individual risk assessments which they have been involved in creating and which they own.
- To ensure staff are aware of and implement safeguarding policies and procedures in accordance with best practice and in accordance with Choice Support's policies and procedures.
- To ensure service users are supported to maintain their physical and mental well-being.
- To maintain service-wide adherence to Choice Support's policies, procedures and guidelines.
- To comply with required legislation including Standards of Quality and Safety and the Mental Health Act (2007).
- To ensure Health and Safety standards are reflected in work practice.
- To ensure staff induction, training, development, staff supervision and appraisals are planned, undertaken and monitored and reviewed.
- To ensure individual documentation is regularly updated, read and understood by all staff members.
- To maintain confidentiality and respect the dignity and privacy of individuals in line with Choice Support's policies and procedures.
- To deploy staff resources appropriately through economic usage within the rota and to plan staff availability to cover individual support needs.
- Effectively manage performance issues in accordance with Choice Support policy and procedure
- To work with other Choice Support managers/team leaders to effectively share staff resources where applicable.
- To effectively manage absence in accordance with Choice Support's policy and procedures.
- To effectively manage performance issues in accordance with Choice Support's policy and procedures.
- To implement and disseminate monitoring and Quality assurance auditing information.

- To ensure timely completion of reports as required.
- To ensure referral meetings, reviews, planning meetings etc. for service users are carried out in a timely manner and in line with best interests.
- To promote active service user involvement.
- To ensure service users are supported in practical, personal, financial, social, domestic skills to promote independence/confidence in the community.
- To promote and ensure professionalism and effective communication.
- Co-ordinate and liaise with families and outside agencies as appropriate.
- To maintain an overview of work with individuals that creates and maintains personal documentation and support plans.
- To support and supervise staff.
- Ensure staff induction, training development and staff supervisions are completed in line with policy.
- To refer staff with work related problems to appropriate HR personnel and liaise with Occupational Health services
- To work flexibly, to be on time, engage in a variety of tasks.
- To monitor and report on the service budget

### **Duties of the Job**

- To maintain an overview of the support that is being provided to each individual.
- To support staff to get to know individuals and how they want to be supported.
- To listen and offer advice to members of the staff team, to support decisions being made for individuals, considering capacity and best interest.
- To advocate for individuals on a day-to-day basis and promote self advocacy as appropriate.
- To identify the need for and facilitate the involvement of an Independent advocate/IMCA as appropriate, ensuring awareness of capacity issues and need for best interest approach.
- Be able to solve complex problems and develop management recommendations
- To be responsible for delivering the service budget
- To manage resources creatively and effectively to make best use of the allocated budget
- To take responsibility for updating Recordbase, Webroster, Lili, eBIS and any other databases used by Choice Support
- To report concerns to Senior Staff
- There is an expectation that the work will include significant administration tasks including but not limited to: - report writing, audits, budgetary overview including commentaries on variances, handling money, telephone and computer work.

### **Training and Support**

- You will receive induction to Choice Support and to your role.
- You will have a named line manager and receive regular supervision.
- You will be provided with training to enable you to do your job effectively.

- Choice Support will support individual development needs where possible.

### **The Right Person for the Job (person specification)**

<b>Criteria</b>	<b>Essential</b>
Qualifications	<ul style="list-style-type: none"> <li>• QCF Level 5 diploma in leadership in Health and Social Care or willingness to work towards the qualification</li> <li>• Good level of literacy and numeracy skills</li> </ul>
Demonstrable Knowledge	<ul style="list-style-type: none"> <li>• A good understanding of the values and principles of Choice Support</li> <li>• Understands challenges for people with varying disabilities and committed to supporting people to have a quality lifestyle</li> <li>• A thorough understanding of safeguarding issues and procedures, including Deprivation of Liberty and Mental Capacity principles</li> <li>• An understanding of Mental Health Legislation</li> <li>• A working knowledge of current legislation and best practice in terms of social policy and personalisation.</li> </ul>
Skills/ Experience	<ul style="list-style-type: none"> <li>• Substantial experience in the social care field at a supervisory level</li> <li>• Ability to represent the service in a variety of settings</li> <li>• Excellent verbal &amp; written communication skills</li> <li>• Excellent IT skills – including Microsoft Office</li> <li>• Proven ability to support and supervise others</li> <li>• Managing/coaching skills</li> <li>• Understanding of effective budget management</li> </ul>
Personal attributes	<ul style="list-style-type: none"> <li>• Responsible and Reliable</li> <li>• Honest</li> <li>• Flexible</li> <li>• Creative</li> <li>• Able to take initiative</li> <li>• Helpful... but not taking over</li> <li>• Creative and innovative</li> <li>• Resourceful</li> <li>• Respectful</li> <li>• Understanding and empathetic</li> <li>• A good listener and willing to learn</li> <li>• Positive attitude</li> </ul>

Behavioural Competence	<ul style="list-style-type: none"><li>• Value Diversity</li><li>• Customer Focus</li><li>• Growing and Developing</li><li>• Working Together</li><li>• Quality Service</li><li>• Professional conduct</li></ul>
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