

JOB DESCRIPTION

TEAM LEADER

Job Title	Team Leader
Responsible to	House/Flat Manager, Registered Manager
Responsible for	Life Skills Instructors/Practitioners/Therapeutic Support Workers
Key Internal Contacts	Other staff within the care team Staff in other departments within the Centre Staff in other Centres in the Region Central Office Staff
Key External Contacts	Service User relatives, advocates and others Placing Authorities and Service Providers Registration, Regulatory and Inspection bodies Local Services – Statutory, Voluntary and Community Neighbours

JOB PURPOSE

To lead, supervise and motivate the care team within the House/Flat to ensure that there is a high quality of care and support to Service Users in accordance with Company policies, procedures and practices and the standards set by the Regulatory Body

KEY TASK AREAS AND RESPONSIBILITIES

Service Users (as defined by the relevant service e.g. Young People/Young Adult)

- To participate in the rota for care of Service Users as part of the care team and undertake tasks including:
 - Personal care
 - Organising and participating in appropriate activities for Service Users
 - Domestic duties including laundry
 - Cooking and shopping
 - Transporting Service Users to appointments and activities
- Fulfil sleep-in duties in accordance with the agreed rota
- Support and supervise the Service Users in the implementation of an individual programme of life skills, key skills and independence skills and leisure in their Home and the community
- Support and supervise Service Users within the Home in accordance with their personal/pathway/placement plans and the policies, procedures and practices of the Home
- Make and ensure that accurate and appropriate entries are made in Service Users records and report books as necessary, strictly in accordance with Company and local policies and procedures
- Safeguard all Service Users within the Home and ensure their safety and wellbeing
- Administer medication in accordance with the standards set by the Regulatory Body and the policies and procedures of the Home
- To work with relevant internal staff to ensure that medication for Service Users is ordered as required
- Oversee and ensure that all staff are effectively managing challenging behaviour, enabling service users to

develop from a position of needing external control, toward self control

- Supervise and support staff with recording and reporting Service User information
- Ensure that appropriate activities are organised and participate in and that they enable Service Users to take part in a wide variety of activities
- Work with the team and managers to ensure that referrals and applications are made as and when necessary and within the set time frames e.g. Safeguarding, Deprivation of Liberty
- Monitor and ensure that all Service User's personal financial transactions are recorded and administered in accordance with individual placement agreement, and Company and Regulatory Body policies and procedures
- Check the daily diary and organise the appointments for that day
- Ensure that all the relevant personal/pathway plans for Service Users are in place, accurate, up to date and are adhered to by staff
- Work positively and effectively with relatives, advocates and others involved with Service Users
- Liaise with staff from other departments to provide a consistent approach to all aspects of Service User care

Staff

- Undertake agreed delegated management responsibilities on an ongoing basis, in support of the Line Manager, for example supervisions, annual appraisals, probation reviews and return to work meetings
- Lead and supervise the staff on shift to ensure that they carry out their duties and behave appropriately at all times
- Report issues that have arisen in the day promptly to the relevant person
- Ensure staff follow Company policies and procedures at all times and feeding back as and when necessary
- Support all staff and ensure their safety and well being
- Ensure and/or undertake verbal debriefs with staff as required and necessary and ensure relevant paperwork is completed
- Effectively hand over to other staff and teams as required
- Issue money as required and ensure amounts balance with cash held at the end of the shift and weekly cash returns are undertaken
- Delegate responsibilities, work and tasks based on competence of staff and needs of the Company and review in order to promote teamwork and communication
- Ensure that any areas of insufficient staffing levels are reported to the relevant manager and that cover is provided to meet shortfalls
- Assist in the training and ongoing development of staff
- Attend and chair formal reviews and Person Centred Planning meetings as delegated
- Ensure that staff exhibit the values set out by the Company and uphold standards of behaviour in accordance with Company policies

General

- Ensure awareness that the service operates to agreed budgets and contribute to keeping within these budgets as instructed
- Exercise vigilance in respect of Health and Safety and promptly report all hazards and/or remedying them

where appropriate. Undertake all duties in a manner calculated to minimise or avoid unnecessary risks, personally or to others

- Report issues and/or incidents relating to staff and Service Users that have arisen in the day promptly to the relevant Line Manager or appropriate person
- Operate at all times in accordance with Company policies and procedures, with particular reference to Safeguarding, Child Protection, Whistleblowing, Complaints and Representations and Behaviour Policies
- Participate in training and take responsibility for personal development
- Participate in team meetings, supervisions and annual reviews in accordance with Company policy and the standards set by the Regulatory Body
- Work to promote the Centre as a valued, professional asset within its community and conduct themselves at all times in a manner that reinforces this image
- Ensure that all actions are in the interests of the Service Users and the Company.
- To work to and exhibit the values of the Company and maintain standards of behaviour in accordance with Company policies, procedures and practices
- To carry out any other reasonable and relevant duties as required

PERSON SPECIFICATION

TEAM LEADER

	Essential	Desirable
Experience		
Relevant experience of working with children/adults with autistic spectrum disorders and/or challenging behaviour	✓	
Experience of working within an education/residential setting	✓	
Experience at management level in an education/residential setting		✓
Experience of supervising and appraising staff		✓
Skills, Knowledge and Aptitudes		
Ability to work independently and as part of a team	✓	
Effective leadership skills		✓
Ability to motivate a team and individuals	✓	
Effective communication skills, verbal and written	✓	
Good IT skills	✓	
Good organisational and time management skills	✓	
Qualifications and Training		
Children Services		
Level 3 Diploma for Residential Childcare (England) OR Level 3 Diploma in Health & Social Care (Children and Young People) (Wales) OR equivalent	✓	
Adult Services		
Level 2 Diploma in Health & Social Care OR equivalent	✓	
Willingness to work towards further qualifications as required	✓	
Undertake relevant group induction training on commencement	✓	
Other		
Commitment to the values of the organisation	✓	
Driving licence		✓

