

## Job Description for a Team Leader

### Purpose of the Job

To provide operational management of the service to ensure optimum support to individuals is achieved. 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 the Personal Assistant and indirect support to all staff employed or volunteering in the service(s).

### 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 policy and procedures.
- To ensure service users are supported to maintain their physical and mental well-being.
- To maintain service wide adherence to **Choice Support** policy, procedures and guidelines
- To comply with required legislation including CQC Essential Standards of Quality and Safety,
- 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** policies and procedures.
- To deploy staff resources appropriately through economic usage within the rota and to plan staff availability to cover individual support needs.
- 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** policy and procedure
- To effectively manage performance issues in accordance with **Choice Support** policy and procedure
- 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 Personal Assistants.
- Ensure staff induction; training development and staff supervision are completed in line with policy.
- To work flexibly, to be on time, engage in a variety of tasks.
- To participate in management on-call rota.

### **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.
- To help plan and coordinate support with daily living that may include, but is not limited to: -
  - Shopping and cooking
  - Housework
  - Help to maintain the environment where the individual lives and get repairs done when needed
  - Personal care if needed
  - Managing medication in line with policy
  - Managing money and help to pay bills, ensuring systems provide evidence of accountability
  - Understanding benefits
  - Staying safe at home and in the community
  - Travel training and/or support to travel
  - Attending appointments and staying healthy
  - To maintain current and find new activities and opportunities and workEnjoy a social life making friends and connections
  - Support , future planning to include support with moving on as appropriate
- To help plan and coordinate the future support by: -
  - Supporting strategic thinking within the organisation through reports and audit information.
  - Supporting staff to identify new activities/opportunities and maintain the local resource file.

- Promoting staff to work with clients to create and maintain a vibrant social life making friends and forming networks
- Planning support around changing needs /moving on as appropriate
- Communicating effectively with all departments and colleagues of the organisation.
- Ensuring regular team meetings both of individual staff groups and managers.
- 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.

## Health & Safety

- To ensure familiarity with and understanding of the requirements of the organisation's health and safety policies and procedures;
- To identify and include in training plans all health and safety training requirements;
- To ensure all staff under their control attend all mandatory health and safety training courses;
- To ensure that all staff under their control follow safe working practices at all times ;
- To ensure that personal protective equipment is provided, available and used where required;
- To monitor by way of audits/workplace inspections to ensure that safe working methods and practices are implemented;
- To Implement a fire warden system within each unit for which they have line management responsibility;
- To monitor and review the fire safety procedure in accordance with the fire safety policy and ensure all staff are aware of fire drills/evacuation procedures;
- To refer employees with work related problems to appropriate HR personnel and liaise with Occupational Health services;
- To inspect all equipment regularly to ensure it is fit for purpose;
- To assist with any investigations into accidents or incidents and draw up an action plan to prevent any recurrence

## 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)

Criteria	Essential
Qualifications	Literacy and numeracy skills commensurate with the requirements of the Choice Support standard assessment QCF Level 5 diploma in leadership in Health and Social Care or equivalent qualification
Demonstrable Knowledge	A good understanding of the values and principles of <b>Choice Support</b> Understands challenges for people with varying disabilities and committed to supporting people to have a quality lifestyle. A thorough understanding of safeguarding issues and procedures, including Deprivation of Liberty and Mental Capacity principles An up to date working knowledge of the welfare benefits system An understanding of Mental Health Act (2007) A working knowledge of current legislation and best practice in terms of social policy, CQC requirements and personalisation.
Skills/ Experience	Substantial experience in the social care field or equivalent transferable skills is an advantage Excellent verbal & written communication skills including confidence in working with external agencies Management experience in the social care field or equivalent transferrable skills Computer literate
Personal attributes	<ul style="list-style-type: none"> <li>• 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>• Resourceful</li> <li>• Respectful</li> <li>• Understanding and empathy</li> <li>• A good listener and willing to learn</li> </ul>
Behavioural Competence	Value Diversity Customer Focus Growing and Developing Working Together Quality Service Professional conduct

