

## Team Leader (Tudor Gardens)

<b>Reports to:</b>	Team Manager		
<b>Department:</b>	Adult Social Care	<b>Grade:</b>	PO2
<b>DBS Status:</b>	Enhanced and barred from working with adults	<b>Politically restricted:</b>	No
<b>Job Purpose:</b>			
<ul style="list-style-type: none"> <li>To provide effective management and leadership to care staff in a Supported Living environment.</li> <li>To ensure that there is adequate staff and supervisory cover to provide an effective, safe, caring and responsive service to service users, their families and representatives.</li> <li>To ensure that the care service within the designated units meet quality standards, legislative requirements and meet best practice criteria. To ensure that the service is provided within the resources available.</li> <li>To support the Team Manager to manage the service and by doing so work towards Brent Council's strategic objective to offer personalisation and self-directed support to all service users.</li> <li>To initiate and develop a range of educational, vocational and recreational activities for people with learning disabilities, physical disabilities, challenging behaviour and autism.</li> <li>To be responsible for the safeguarding and wellbeing of clients, giving adequate support to maximise their dignity, independence, privacy and choice and to treat all clients, equally and with respect irrespective of gender, race ethnicity or age.</li> </ul>			
<b>Values</b>			
Collaborate proactively. Lead inclusively. Embrace change. Be bold and curious. Celebrate and share our success.			
<b>Job specific roles and responsibilities</b>			
<ol style="list-style-type: none"> <li>1. Make a positive contribution to the delivery of the service, this will include working flexibly and positively to achieve the objectives of the council.</li> <li>2. To take delegated responsibility in supporting the Team Manager with keeping detailed records and ensuring compliance with legislative requirements, including CQC, Health and Safety and Environmental Health legislation, ensuring that inspections are prepared for in a timely and effective manner.</li> <li>3. To manage the performance of direct reports ensuring regular supervisions, training, development and appraisals takes place in a manner that is consistent with and achieves the objectives of the Council's policies. Whilst ensuring effective implementation of the Council's code of conduct and frameworks including Level 1 sickness, absence, disciplinary and grievance.</li> <li>4. Ensure that the council's overall vision, values and ethos are central to the requirements of the service.</li> </ol>			

5. Support effective working relationships and act as an ambassador and advocate with external organisations.
6. To assist service users with their personal care needs as appropriate ensuring awareness of each individual's culture, dignity and showing respect at all times. This may involve washing, dressing, toileting, feeding, intimate personal care, administering medication.

### **Main accountabilities and responsibilities**

7. To work with other Direct Services staff, internal Brent staff and external organisations in co-ordinating and initiating the development and delivery of a range programmes in employment, education, training and recreation for people with learning and physical disabilities, challenging behaviour and autism
8. To assist with the recruitment, selection and induction of staff, ensuring that relevant areas particularly those relating to equal opportunities are adhered to.
9. To ensure that effective relationships are established and maintained with other agencies and professionals include Care Management, the Health Trust, General Practitioners and other health professional.
10. Taking a key role in ensuring service users well-being takes priority and to attend safeguarding meetings and provide relevant case information.
11. To ensure that complaints are investigated and acted upon within the Council's relevant framework and to raise alerts and update the Manager on volume of complaints received and managed.
12. To be responsible for management of the petty cash account and to support services users with financial administration and to disperse monies being held.
13. To ensure consistent standards of confidentiality of information are upheld under the Data Protection Act.

### **Support to Service Users**

14. Promote greater independence, providing an enabling, supportive and stimulating environment, with strong emphasis on person centred planning, privacy and choice.
15. To facilitate staff, service users and carers meetings. This may at time include meeting with health professionals
16. To maintain a professional relationship with service users and staff, with particular attention to confidentiality and maintenance of professional boundaries
17. To prevent, intervene in, and manage challenging behaviour
18. To have a knowledge on the policies related to the safeguarding of vulnerable adults and ensure service users are free from harm and abuse and to be responsible for the recording and reporting of safeguarding incidents in line with the council procedure.

### **Social Inclusion**

19. To plan, and help run relevant mainstream service user's activities in line with the aims of the service.
20. To be responsible for the wellbeing of clients, giving adequate support to maximise their dignity independence, privacy and choice
21. To guide Support Workers to support service users in a culturally appropriate manner

### **Supervision, training and development**

22. To supervise, guide and support a team of Support Workers and assess their performance in line with service aims and objectives

23. To attend staff meetings and participate in the regular monthly and day to day supervision of Support Workers in accordance with the Council's procedures.
24. To undertake Appraisal of Support Workers in line with Council policy
25. To undertake specific training and development in appropriately supporting people with challenging behaviour
26. To actively contribute to own personal development planning in partnership with Team Manager and to undertake training in line with service needs
27. To participate in colleagues' induction and in some cases in the supervision and training of students/volunteers on placement, as agreed with Team Manager
28. To keep abreast of changing practice within Personalisation and Social Inclusion
29. To undertake any other duties, as directed by Team Manager as may be required in accordance with the aims of Direct Services.

### **Service Development**

30. In conjunction with the Team Manager to review resources and examine how they might best be used in conjunction with service requirements.
31. Work with external partners to establish new and improved ways of supporting service users to achieve their personal outcomes

### **Record Keeping and Information Provision**

32. To assist in the management and administrative functions related to finance, human resources and health and safety and to maintain the controlled documents in these areas.
33. To keep day to day records of work with service users and other work as required and to provide verbal or written reports as required by the Team Manager and Adult Social Services
34. To ensure that records are accurate, legible and up to date and be proactive in ensuring a continued understanding of all relevant procedures
35. To contribute to the provision of performance management information as requested by the Team Manager
36. To be responsible for service users cash and other monies whilst on duty ensuring clear records are maintained in accordance to financial procedures

### **Health and Safety**

37. Together with Council Health and Safety representative to undertake risk assessments for service users and staff and to communicate and review any identified risk
38. To follow training and codes of practice for Health and Safety Work e.g. moving and handling and protective clothing COSHH
39. To keep updated with the procedures and effective management relating to the safeguarding of service users

### **Other Duties**

40. Safeguarding is everyone's responsibility and all employees are required to act in such a way that at all times safeguards the health and well-being of children and vulnerable adults.
41. Undertake any other duties commensurate with the general level of responsibility of this post.

**Essential Requirements (key skills & qualifications)****Knowledge and Qualifications**

1. QCF Level 5 Diploma in Health and Social Care, equivalent or above
2. In-depth knowledge and understanding of the needs of vulnerable people, including those with mental health needs and learning and physical disabilities, autism and older people and of ways in which these can be met that are culturally appropriate and empowering.
3. Knowledge and understanding of The Care Act 2014, Mental Capacity Act, Health and Safety legislation, in particular Moving and Handling, and Preparation of Food regulations.
4. Health and Safety Regulations
5. Lifting and Handling Regulations

**Experience**

6. Experience of working with Adults with challenging behaviour, Learning Disability, Autism
7. Proven experience of staff supervision and targeted setting for individual staff members
8. Experience of creating and managing rotas taking individual circumstances into account.
9. Experience of providing practice guidance and support on care provision
10. Ability to lead and direct the Team working within and across a range of schemes.
11. Experience of working as part of a team to ensure that front line staff have access to managers and supervisors.
12. In-depth experience of managing relationships with a wide variety of professionals and external agencies
13. Ability to effectively administer medication where required, demonstrated by passing and approved medication test and continuous competency evaluation.

**Skills and Abilities**

14. Ability to be self-organising and self-directed on a day to day basis.
15. A willingness to be adaptable and flexible is essential as is a caring attitude
16. Ability to deputise for the Team Manager
17. Effective use of resources to include staff, finance and building assets
18. Ability to plan and organise the day to day operations for staff and service users and to be adaptable
19. Proven skills in problem solving in a service setting
20. Proven proficient verbal and written communication skills, with the ability to adapt communication style when required.
21. Ability to work under pressure and to meet tight deadlines
22. Demonstrate effective working with families and external agencies
23. Proven skills in programme planning and evaluating and monitoring service users progress
24. To be physically fit and healthy to undertake the personal care duties and community activities as required
25. Ability to respond in emergencies i.e. Falls seizures, fire emergency, evacuation and to identify safeguarding measures

26. It is expected that the post-holder will work flexibly and will be required to work shifts and undertake a range of duties that are within the scope of the post and competencies of the post-holder. The post-holder will be required to work on an on call rota. This list of accountabilities is neither exclusive nor exhaustive.
27. To be prepared to work unsociable hours e.g. shifts, evening, weekends, night shifts and out of hour and bank holidays as required

**Budget Responsibility and Overall Headcount - None**

*Within reason these key deliverables may evolve to meet service need and it is expected that the postholder will be flexible and adaptable in their delivery to meet both service and council wide needs*