

Team Leader – Direct Services

Reports to:	Team Manager		
Department:	Adult Social Care (Direct Services)	Grade:	PO2
DBS Status:	Enhanced and barred from working with adults	Politically restricted:	No

Job Purpose:

- The overall purpose of the job is to be a supervising officer in a team delivering creative Day Care Services to service users living with a learning disability, physical disability, autism and challenging behaviour in response to their assessed needs and agreed care plans.
- The objective is to enable service users to live with a maximum of choice and independence, participating in a wide range of community based activities, designed to meet their individual need.
- To ensure Autism Accredited service maintains quality assurance and standards of excellence are followed and to ensure other accredited and specialism is expanded throughout the services
- To support the Team Manager to manage the Centre and by doing so work towards council's strategic objectives
- To support the Team Manager through continuous self-examination and development of Autistic service within Direct Services
- To initiate and develop a range of educational, vocational and recreational activities for people with learning disabilities, physical disabilities, challenging behaviour and autism.
- 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

Values

Collaborate proactively.
 Lead inclusively.
 Embrace change.
 Be bold and curious.
 Celebrate and share our success.

Job specific roles and responsibilities

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.
2. Manage and lead staff to achieve high performance and effective operational delivery, including developing and improving staff capability.
3. Manage a customer focused service and the effective use of resources.
4. Ensure that the council's overall vision, values and ethos are central to the requirements of the service.
5. Support effective working relationships and act as an ambassador and advocate with external organisations

6. Keep up to date with developments in service delivery and best practice to ensure the service performs effectively and to the highest standards.
7. To ensure staff knowledge and understanding of autism consistently informs all aspects of practice
8. 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
9. To work with the Team Manager to manage the day to day operation of the Centre and provide leadership to a team of Community Support Workers. This will include planning, organising and managing their work, assessing their performance and identifying and supporting their personal development needs.
10. To undertake staff supervision and appraisal in line with the Council's procedures
11. To assist with the recruitment, selection and induction of staff, ensuring that relevant areas particularly those relating to equal opportunities are adhered to
12. Make a positive contribution to the delivery of the service, this will include working flexibly and positively to achieve the objectives of the council.
13. Manage a customer focused service and the effective use of resources.
14. Support effective working relationships and act as an ambassador and advocate with external organisations
15. Keep up to date with developments in service delivery and best practice to ensure the service performs effectively and to the highest standards.
16. To facilitate staff, service users and carers meetings. This may at time include meeting with health professionals
17. To maintain a professional relationship with service users and staff, with particular attention to confidentiality and maintenance of professional boundaries
18. 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
19. To prevent, intervene in, and manage challenging behaviour
20. To plan, and help run relevant mainstream service user's activities in line with the aims of the service.
21. To guide Community Support Workers to support service users in a culturally appropriate manner
22. Positively promote and raise the profile of people with autism and Autism in London Borough of Brent
23. To supervise, guide and support a team of community support workers and assess their performance in line with service aims and objectives
24. To attend staff meetings and participate in the regular monthly and day to day
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 the Team Leader and to undertake mandatory and specialist training in line with service needs as directed by line manager.
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28. To undertake any other duties, as directed by Team Manager as may be required in accordance with the aims of Direct
29. In conjunction with the Team Manager to review resources and examine how they might best be used in conjunction with service requirements.

30. Work with external partners to establish new and improved ways of supporting service users to achieve their personal outcomes
31. 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.
32. 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.
33. To ensure that records are accurate, legible and up to date and be proactive in ensuring a continued understanding of all relevant procedures.
34. Together with Council Health and Safety representative to undertake risk assessments for service users and staff and to communicate and review any identified risk
35. To follow training and codes of practice for Health and Safety Work such as, moving and handling of people, protective clothing and COSHH
36. To lead on any specific projects as assigned, and attend meetings of the steering group for a project.
37. To be prepared to work unsociable hours e.g. shifts, evening, weekends, out of hour and bank holidays as required
38. To deputise for the Team Manager in their absence
39. The post holder will be required to work shifts including evenings and weekends.
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. Level 5 Diploma in Health and Social Care (Adults)
2. In depth understanding of autism spectrum condition
3. Significant proven experience or a qualification in working with adults with autism challenging behaviour
4. Health and Safety Regulations
5. Lifting and Handling
6. Knowledge of relevant reports and Adult Social Care guidelines in respect to people with disabilities and challenging behaviour and autism.

Experience

7. Track record of achievement at a management level in a similarly large and complex organisation
8. Experience of working with Adults with challenging behaviour and autism
9. Experience in managing, supervising or leading staff /staff groups.
10. Experience in supervising financial and Operations in a day care setting
11. Team Leader must have substantial knowledge and experience of Autism people with learning and physical disabilities, working in both group and one to one settings
12. Ability to effectively administer medication where required, demonstrated by passing and approved medication test and continuous competency evaluation.

Skills and Abilities

13. Manage people, performance and budgets.
14. Leadership and management skills.
15. Communicating and influencing skills.
16. Contribute to the longer term development of the service area.
17. A willingness to be adaptable and flexible is essential as is a caring attitude
18. Ability to deputise for a Team Manager
19. Effective use of resources to include staff, finance and building assets
20. Ability to plan and organise the day to day operations for staff and service users and to be adaptable
21. Ability to supervise and lead a team and control challenging situations
22. Proven skill in problem solving in a day care setting
23. Proven proficient verbal and written communication skills and have the ability to adapt communication style when required
24. Ability to work under pressure and to meet tight deadlines
25. Proven skills in programme planning and evaluating and monitoring service users progress
26. To be physically fit and healthy to undertake the personal care duties and community activities as required
27. To respond in emergencies i.e. Falls seizures, fire emergency, evacuation and to identify safeguarding measures
28. To deal with challenging behaviour and report any incident or accident immediately
29. The Team Leader must be able to quickly build up an excellent knowledge of local community groups, services, resources and agencies to ensure service users are appropriately supported and/or signposted to access services in the community.
30. Ability to effectively administer medication where required, demonstrated by passing and approved medication test and continuous competency evaluation.

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