

Team Leader Job Description

Job Title: TEAM LEADER
Service: (Adult Services)
Responsible to: Deputy Care Manager

Brief description of job:

A Team Leader is responsible for the general supervision of the direct care provision of a team of support staff to ensure that people who use our services receive a complete person centred care service. Mentoring, supervising, coaching and assessing Support Worker's practice is the primary focus of this role. You will be proactive in ensuring that quality care is available to all individuals within the service through the direct monitoring and influencing of staff performance and by acting as an excellent role model.

There are two distinct aspects to the role of Team Leader within Adult Services, a direct support role to people who use our services and a management function. It is anticipated that 50% of the Team Leaders role will be spent in each function.

Below is an outline of the job.

Core Expectations:

- 1 To attend for work reliably and punctually.
- 2 To attend all training as required and contribute in a positive manner.
- 3 To have an up to date working knowledge of relevant Hesley Group policies, know how to access them and ensure that yourself and your team are aware of and follow their contents.
- 4 To remain vigilant and do everything possible to safeguard people who use our services and others from abuse of a physical, emotional, sexual, neglectful, financial or institutional nature. This includes a primary focus on the wellbeing of people who use our services and an absolute requirement to report immediately any incident of this nature you witness, hear about or suspect.
- 5 All staff are expected to make sure that people who use our services and colleagues have equal opportunities, to acknowledge their individual differences and uphold their rights and responsibilities as set out in law and by Hesley Group policies.
- 6 To have a working knowledge of the CQC Regulatory framework and understand how implementation of the standards/outcomes can facilitate improvements to service delivery.

Policy Document No: Per 1.1.1

- 7 To be an effective Person Centred Approach Facilitator and meet the individual needs, through the effective management and observation of service delivery.

Key Result areas:

- 8 To ensure and monitor that you and your staff team build and maintain good quality working relationships with people who use our services and are able to withdraw from those relationships appropriately.
- 9 To ensure that the direct support work of yourself and your staff team meets the standard required and documented by the Hesley Group and external agencies and provides an exemplary model for other staff.
- 10 To have defined responsibility for a number of individuals and within this area of responsibility ensure that the staff team for whom you are responsible for have a thorough knowledge of the specific needs of individuals to enable them to provide quality care support. This will require proactive monitoring of staff performance and practice supported by the Deputy Care Manager who will provide direct support to the Team Leader(s) to ensure that monitoring of the staff team performance is undertaken.
- 11 The Team Leader will monitor and support staff to ensure that the safety and cleanliness of each individual's environment is maintained to a consistent standard. The Team Leader will support staff in conjunction with individual occupational programmes to facilitate the people who use our services to be as independent as is feasible and to participate (where appropriate) in the maintenance of a safe and healthy environment.
- 12 The Team Leader will monitor specific inventories (clothing and property) to ensure they are maintained, up to date and available for inspection.
- 13 The Team Leader will undertake the role of Designated Person for the administration of medication ensuring recording is undertaken in line with policy requirements.
- 14 The Team Leader will have, in conjunction with the Deputy Care Manager, the responsibility for ensuring that individual occupational programmes are monitored and reviewed in conjunction with the Opportunities Team so that individuals take a full and active part in their programmes.
- 15 The Team Leaders will oversee that support staff assist people who use our services to maintain agreed contact with their families inclusive of key celebrations.
- 16 To maintain an awareness of CQC requirements and reports for your designated residential area and ensure that the action plans are implemented within defined timescales as delegated by your Care Manager and within your area of responsibility and competence.

Policy Document No: Per 1.1.1

- 17 To consider the social and emotional development of individuals and ensure that staff act in a way that promotes positive self-esteem and helps support people who use our services to develop a range of coping skills that appropriately meet their individual emotional needs. This includes proactively supporting people who use our services when they are in distress.
- 18 The Team Leader is required to have a detailed knowledge of the people who live in their defined area and an overview of all other people who use our services within the operational area. The Team Leader will contribute where requested by the Care Manager to MDT and Annual Reviews.
- 19 To actively promote positive support to people who use our services to ensure that all staff respond appropriately to unwanted behaviours strictly in accordance with Hesley Group policies. This will involve leading staff, through effective demonstration and support in a practical setting, to develop an understanding of the broad context of behaviour that challenges the individual, the service and other people. This will involve being a TCI trainer and ambassador for best practice.
- 20 To be involved in individual transition programmes.
- 21 To attend and contribute to all training programmes relevant to your role and ensure that you promote the importance of training to all of your staff.
- 22 To have defined responsibility for the supervision (and appraisal) of a designated team of support workers, promoting a culture of quality service through assessing performance, promoting reflective practice within the team and identifying training needs. This will also involve giving feedback to colleagues and providing coaching and mentoring.
- 23 To pro-actively monitor and address staff absence and attendance concerns, assisting the Care Manager with actively addressing any attendance targets set and effecting timely procedural reviews.
- 24 In the absence of the Deputy Care Manager, to have primary responsibility for the effective rostering and deployment of staff, to ensure that any staff shortfalls are identified and covered.
- 25 To work overtime if requested because it is necessary to maintain the support service.
- 26 To drive the minibuss where trained, qualified and required to do so as part of your role.
- 27 To undertake, as and when required, any additional tasks and responsibilities as are reasonably compatible with this job description and its objectives.

Policy Document No: Per 1.1.1**Communication and working relationships:**

- 28 The Team Leader will ensure that Team Meetings are undertaken on a 6 weekly cycle with clear evidence of planning via use of agenda and minutes. The Team Leader will undertake at the Care Manager's request any meetings relating to designated people who use our services.
- 27 To support the Care Manager with a key focus on the development of knowledgeable and skilled support teams by contributing fully to making support teams effective and building positive team ethics. You must give and receive constructive reflective feedback aimed at developing the quality of relationships and performance.
- 28 To promote effective communications and good relationships that respect the rights of people who use our services, colleagues and others.

Health & Safety:

- 29 In carrying out the tasks in this job description you have a duty (under Health & Safety legislation) to take reasonable care for the health and safety of yourself and that of others. This implies taking positive steps to understand the hazards in the workplace, to comply with safety rules and procedures and to ensure that nothing you do, or fail to do, puts yourself or others at risk. This includes contributing to a safe and secure environment for people who use our services.

This duty includes checking that any person entering Hesley Group property has a right to do so and their visit is recorded in accordance with Hesley Group procedures.

Most challenging aspect of the job:

High quality role modelling, promoting positive relationships, attention to detail and promoting positive attitudes towards people who use our services are vital as is the ability to manage changing priorities and challenge bad practice.

This role is a first rung management appointment, therefore, the achievement of a successful transition from a support worker grade to the management of others provides a significant challenge. Implicit to the role is an understanding of the impact of personal behaviour on the ability to lead, delegate and direct the work of others.

The contribution of this role:

Carrying out the tasks on your job description efficiently will ensure the smooth operation of the Group's administration and service. You will, therefore, be making a very important contribution to other employees, to matters affecting individual people who use our services and the achievements of the Group as a whole. This will develop our position with placing authorities who are our customers, as will the positive relationships you make every time you deal with authority personnel and parents by letter, telephone, e-mail or in person.

Policy Document No: Per 1.1.1

Through reflection on one's own practice and the practice of others you will contribute to the ongoing service development plan.

This organisation is committed to the protection and safeguarding of children and adults at risk, and promoting their welfare. The Hesley Group, therefore, expects all staff and volunteers to share this commitment.

This post is subject to an enhanced level DBS Disclosure and Barring Check, including a check against the "Barred List" in respect of the Adults Workforce.

Prepared by HR Department

Date: 10/08/15

JobholderSigned Date:

Manager Signed Date: