



HILLINGDON

LONDON

Job Profile

JOB TITLE:	Team Leader
GRADE:	Scale 6
POST NO:	Various
JOB TIER:	5 (non-management)
DBS CHECK:	Enhanced
GROUP:	Adult Social Care
SERVICE:	Early Intervention & Prevention- Adult Resources

REPORTING STRUCTURE

Reports to:	Registered Care Manager
Direct Reports:	Up to 5 Residential Care Workers Student placements.
Indirect Reports:	Up to 7

ROLE PURPOSE:

- To be responsible to the Registered Care Manager for the day to day management of the care and support of all service users giving support and guidance and to set professional standards to other members of staff.
- To work effectively with the Registered Care Manager and other professionals within the social care & Health system as required to identify and deliver user focused support plans.
- To give support and guidance and to set professional standards to other members of staff.
- To ensure that departmental policy, the operational policy of the service and the care practice standards are followed.

A. Job Description

1. Resident & Community Contribution

- Ensure regular (annual) reviews of all service users takes place.
- Ensure up-to-date confidential records for service users are maintained.
- To ensure Service Users have designated link / key workers. To undertake link worker/ key worker responsibilities for service users maintaining links with service user's families, advocates and friends.
- Ensure the needs of each service user are met in accordance with their support plans.
- Ensure service users are given opportunities to live a full and active life, planning and arranging social and recreational activities within the home and community, organising holidays as appropriate to ensure service users are given the maximum opportunity to demonstrate and develop independence, skills, opportunities and positive outcomes.
- To work in a professional way which maintains effective liaison and working partnerships with other staff and agencies within or outside the service.
- To demonstrate understanding of the Council's *Customer Care Standards* and ensure that these standards are met in order to deliver the Council vision of 'putting our residents first'.

2. People Management

- This role has supervisory responsibility for staff who are designated key workers ensuring they carry out their role in accordance with guidance issued by the department.
- To provide leadership, guidance and support to staff, in order to ensure that they are fully acquainted with their task and the means of achieving it.
- A commitment to identify training and development needs for all staff directly supervised and as part of your own Personal and Development Appraisal (PADA).
- To ensure that colleagues are fully informed of recent developments at handover times and to delegate tasks as required to ensure the smooth running of the service.
- Awareness of and commitment to the Council's Equal Opportunity Policy.

3. Operational Service Delivery

- Ensure that all referrals are made through the All-Age Disability Team allocation panel as directed. Ensure the All-Age Disability workers are actively involved with service user's cases and fully informed of developments and consult with them on proposed changes to support/ care plans.
- Ensure the Admission criteria is clearly defined and implemented as directed.
- Contribute and ensure the needs of each individual service user are met by attending meetings / assessments of their needs and planning of care support plans to meet these needs.
- At all times to maintain a professional relationship with Service Users that respects their dignity.
- To have particular regard for the health of service users. To administer medication to Service Users as directed and in accordance with the LBH- Adult Resources medication policy.
- Deputise for the Registered Care Manager as and when required.
- Ensuring, the principles of the Health and Safety at Work Act, (and its implication in practice) is known by the staff in the service. Demonstrate at all times an awareness of Health and Safety, and monitor any areas of potential hazard, reporting areas of concern to the Manager and undertaking all risk assessments.
- Be responsible for the security, equipment and materials used by the service.
- To be responsible as a key holder for any council premises as designated by the Manager.
- To be individually accountable for standards of professional practice.
- To comply with relevant legislation and policies and procedures. To maintain standards of care and report to the Registered Care Manager any breaches in professional practice.
- In an emergency to stand in for other staff in the service if service users would otherwise be at risk of suffer harm.

4. Service Planning & Development

- Maintain knowledge of the current Team Plan and understanding of own contribution in order to ensure delivery of this plan.
- To maintain, your awareness and understanding of national and local trends in service developments and legislation appropriate to Service Users.

5. Financial & Resource Management

- To liaise with the Manager regarding any new equipment, materials or alterations required by the Centre to improve the facilities and service being offered to Service Users.
- Be responsible for monies designated for particular purposes ensuring a clear audit trail.
- To demonstrate cost-consciousness and identify any cost-effective changes to own way of working.
- Ensure all rotas and routines in the Service provision are arranged to meet the needs of the service users.

6. Service Improvement

- To attend and participate in staff meetings, Supervision meetings and annual appraisals.
- Support the Registered Care Manager to develop and maintain useful and appropriate communication with service users, families and carers by encouraging their interest and participation in the welfare of services users at the centre.
- Guide and motivate staff within the service, encouraging the development and maintenance of good professional standards in practice and appropriate attitude to the needs and rights of service users
- To identify and suggest any improvements to current ways of working in order to deliver a more efficient and effective service for customers.

7. Contacts

Internal: All relevant local authorities' departments up to Service Manager level.

External: Service Users, Relatives of Service Users, Parents Carers, Local Organisation and Industry, Health, Volunteer groups, Adult Community Learning.

8. Additional Responsibilities

- Complete other reasonable tasks in order to fulfil role purpose or as instructed by management.

9. Key Performance Indicators

- Undertake duties in accordance with Corporate Health and Safety policies and procedures, including the use of protective clothing and guidelines on Moving and Handling and be responsible for your own Health & Safety and that of others who may be affected and report any concerns to your designated Line Manager.
- Post holders will be expected to take a proactive approach to managing their time and responsibilities to ensure each individual accessing the service receives the maximum amount of support to reach their full potential and independence.
- Individual and team productivity will be monitored.

B. Person Specification

Team Leader

This person specification will be used for recruitment to the Team Leader vacancy in LBH. It will form the basis of the application form, and candidates will be also assessed against aspects of this person specification at interview.

1. QUALIFICATIONS	ESSENTIAL ✓	DESIRABLE ✓
Educated to GCSE, NVQ Level 2/3 QCF or relevant experience.	✓	
2. STATUTORY or ROLE SPECIFIC REQUIREMENTS	ESSENTIAL ✓	DESIRABLE ✓
Ability to carry out work shifts/ weekends/ bank holidays and undertake sleep in duties on a rota basis	✓	
3. EXPERIENCE	ESSENTIAL ✓	DESIRABLE ✓
Experience of writing reports and maintaining confidentiality records, together with some IT experience	✓	
Significant experience of working with people with a learning/ physical disability	✓	
Experience of administering medication	✓	
Experience of staff supervision and clear understanding of boundaries	✓	
Experience of working within relevant legislation, policies and procedures	✓	
4. KNOWLEDGE & SKILLS	ESSENTIAL ✓	DESIRABLE ✓
Knowledge and understanding of and a commitment to equality of access and treatment in employment and service delivery	✓	
Demonstrates knowledge of relevant legislation	✓	
A clear understanding of the concept of budget management.	✓	
To be physically able to assist in all aspects of moving and handling	✓	
5. COMPETENCIES	ESSENTIAL	DESIRABLE

“Can do” positive attitude Demonstrates a commitment to changing work practices and processes, and a willingness to try new ways of working or thinking.	✓	
Takes responsibility and delivers results Adapts to changing demands to ensure that objectives are met, overcoming problems and making well considered decisions.	✓	
Team working Acts as a role model to others in the team, sharing knowledge and experience when necessary, whilst respecting and valuing the contribution other team members’ experiences can bring.	✓	
Communication Demonstrates well developed written and verbal communication skills; and the confidence to present reports and verbal accounts credibly to a variety of different audiences.	✓	
Customer Care Develops contacts and relationships with customer/ client groups, regularly reviewing service delivery and taking responsibility to ensure quality service provision.	✓	
Takes ownership of personal development Takes action to develop own and others' capability and knowledge by promoting and supporting developmental opportunities to improve performance.	✓	