

## Job Profile

<b>Job Title:</b>	Team Leader	<b>Location/Service:</b>	Adult Services
<b>Department:</b>	Care	<b>Reports To:</b>	Care Manager/Deputy Care Manager
<b>Responsible For:</b>	Support Workers	<b>Budgetary Responsibility:</b>	Click or tap here to enter text.
<b>Level of DBS Check Required:</b>	Enhanced DBS	<b>Expected Regulatory Responsibility:</b>	Click or tap here to enter text.
<b>Does the role require travel to multiple sites?</b>	Click or tap here to enter text.		

### Purpose:

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.

### Key Role Responsibilities/Accountabilities:

- To attend for work reliably and punctually.
- To attend all training as required and contribute in a positive manner.
- 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.
- 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.
- 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.
- To have a working knowledge of the CQC Regulatory framework and understand how implementation of the standards/outcomes can facilitate improvements to service delivery.
- To be an effective Person Centred Approach Facilitator and meet the individual needs, through the effective management and observation of service delivery.
- 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.
- 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.
- 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.

- 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.
- The Team Leader will monitor specific inventories (clothing and property) to ensure they are maintained, up to date and available for inspection.
- The Team Leader will undertake the role of Designated Person for the administration of medication ensuring recording is undertaken in line with policy requirements.
- 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.
- 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.
- 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.
- 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.
- 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.
- 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.
- To be involved in individual transition programmes.
- 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.
- 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.
- 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.
- 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.
- To work overtime if requested because it is necessary to maintain the support service.
- To drive the minibuses where trained, qualified and required to do so as part of your role.
- To undertake, as and when required, any additional tasks and responsibilities as are reasonably compatible with this job description and its objectives.
- 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.
- 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.
- To promote effective communications and good relationships that respect the rights of people who use our services, colleagues and others.
- 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.

N.B. The post holder may be expected to undertake additional responsibilities that are reasonably required, appropriate to grade and capability. This job description will be regularly reviewed, involving the post holder, to ensure that it continues to reflect service priorities and developments.

### **Legal and Statutory Responsibilities for all Colleagues:**

**Safeguarding:** All colleagues have a duty to maintain a basic level of understanding of safeguarding, signs of neglect or abuse and how to raise a safeguarding concern as outlined in the organisations Safeguarding and Whistleblowing policies.

**Health & Safety:** All colleagues have a duty to take reasonable care for the health and safety of themselves and others. This includes contributing to a safe and secure environment for the people who use our services.

**Training Compliance:** All colleagues are responsible for maintaining compliance with all mandatory training required for the specific job role they undertake or service they work in, any required qualifications and maintaining any required professional registrations to ensure professional skills and knowledge remain up to date.

**Information Governance:** All colleagues have a duty to main the confidentiality and integrity of any sensitive or personal data that they access or use within their role.

**Diversity and Inclusion:** All colleagues are expected to contribute to the development of an inclusive workplace and treat others with dignity and respect at all times.

**Line Management:** Roles with line management responsibility are expected to ensure all direct reports, and teams they oversee, receive the appropriate levels of supervision and have an annual performance review and contribute to a culture of continuous improvement and development.

### **Person Specification:**

**Essential:**

**Knowledge:**

- Knowledge of adult learning disabilities and/ or special needs including recent development.
- Detailed knowledge of relevant Care Standards
- Knowledge of the Mental Capacity Act and the relevance of a person centred approach in Adult care service provisions
- Knowledge of care assessment and planning processes
- Knowledge of effective direct management practice including the principles of formal performance assessment processes
- Knowledge of recognised positive approaches to working with behaviours that challenge associated with learning disabilities
- Knowledge of safeguarding procedures to include management responsibilities for ensuring equal opportunities for staff and people who use our services

**Skills and abilities:**

- Ability to attend work punctually and reliably including evenings and weekends



- Ability to understand and continuously monitor and audit the implementation of care plans for people who use our services
- Ability to recognise and meet the individual needs of people who use our services through the effective management of others
- Ability to influence the practice of a staff team through effective line management and promotion of non aversive approaches
- Ability to translate into practice the requirements of company policies and procedures and relevant care standards
- Ability to communicate clearly to others
- Ability to form and promote positive relationships with people with a learning disability
- Ability to promote a culture of quality service through effective supervision and appraisal of a staff team
- Ability to read, understand and produce written material of a professional nature
- Ability to develop the knowledge and skills of others through constructive feedback, mentoring and coaching and actively challenging bad practice
- Ability to pro-actively monitor and address staff attendance concerns through timely implementation of procedural reviews
- Ability to use appropriate physical interventions and undertake physical exercise with people who use our services
- Ability to contribute to the training of other staff
- Ability to chair team meetings and communicate information in a clear and professional manner using the required level of confidentiality
- Ability to manage delegated resources efficiently

**Qualifications:**

- In the absence of a Diploma or Degree qualification at Level 4 or above, a MINIMUM of Level 2 Functional Skills in English and Maths (or GCSE A\*-C English and Maths/GCSE Grade 4 or higher from 2018)
- Level 2 NVQ in Adult Health and Social Care and willing to work towards level 3 within 2 years of appointment

**Desirable:**

- Medication administration trained with a proven record of administering medication safely and not in the HR process for medication Errors (Internal candidates only)

**Qualifications:**

- Clean, current car driving licence (where minibus driving required)
- Level 3 Management qualification or equivalent

**Our Values and Key Attributes:**



All colleagues are expected to operate in line with our Values and Behaviour Framework at all times. The framework outlines our core values and the behaviours that we consider to uphold each of our values, as well as universal attributes we consider to underpin everything we do.

### Our Values



#### **Putting People First**

We put the people we support, families and colleagues at the centre of all we do.



#### **Passionate About Quality**

We recognise that quality comes from our commitment to best practice, improvement and learning; not just compliance.



#### **Progress Focused**

We are passionate about improving lives and work together to enable the people we support to achieve their aspirations.



#### **Prioritising Safety**

We embrace a culture of trust and safety so that each of us can perform to our best and thrive.

### Universal Attributes



#### **Positive communication**

Communication is a two-way street; as well as honesty, we actively listen so we can understand the needs and views of others.



#### **Collaboration**

Good collaboration between individuals strengthens the team as a whole, enabling us to share ideas, encouraging others to adopt new skills, while learning from others ourselves.



#### **Open mindset**

By taking a non-judgmental approach, we can demonstrate empathy and be seen as approachable, while respecting the culture and opinions of our peers.



#### **Accountability**

We are accountable for our own actions, and by sharing the lessons we learn in our working lives, we do things better individually and more broadly as an organisation.

**Last Updated By:**

Click or tap here to enter text.

**Date:**

Click or tap here to enter text.

