

## Team Manager Job Description

**Job Title:** TEAM MANAGER  
**Service:** Children and Adult Services  
**Responsible to:** Care Manager/Care Services Manager

### **Brief description of job:**

This post involves responsibility for managing and supervising care in a section of the service. You will be responsible for supervising staff to deliver high quality care to people we support (this includes children, young people or adults dependent on your service area).

You will be expected to demonstrate effective supervisory management and leadership skills, to perform to a professional standard that upholds Hesley Group values and Code of Conduct, to be able to model this to other stakeholders, i.e. people using the service, our staff, visitors, members of the public and other professionals.

This role is about ensuring that high standards are maintained in the contexts of outcomes for people we support, staffing, resources and the health, safety and wellbeing of people using the service, colleagues and visitors.

You will be responsible as part of a multi-disciplinary team for implementing, monitoring and evaluating the effectiveness of individual care and support plans and for effective risk management within a positive behaviour support framework.

You will work in a manner that is honest, open and transparent, respecting the privacy and dignity of individuals, providing safe and effective and compassionate care.

You will be able to demonstrate clear working practice that is based on consultation and involvement with individuals and their representatives to provide person centred approaches to care and support.

### **Key Result Areas:**

#### Managing service delivery

- 1 To develop and maintain positive and professional relationships with people supported, other stakeholders such as social workers, doctors, nurses, and your colleagues.
- 2 To promote the principles of equality in accordance with Hesley Group Single Equality Scheme, and to ensure that there is no discrimination on grounds of race, gender, disability, age, religion or beliefs, sexual orientation or cultural preference.

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- 3 To be able to assess and evaluate risk to people using our service and others within a positive risk framework and to develop plans that enable positive risk taking as well as protection from harm or risk of harm.
- 4 To protect people from harm or abuse you will be required to support safe working practices that prevent harm. You and your team will be required to report poor or abusive practice, strictly following Hesley Group Code of Practice and Child/Adult Protection Policy and Procedures for reporting suspected abuse.
- 5 To demand and maintain high standards of professional practice and undertake auditing and reviewing processes within the service as required by your manager.
- 6 To ensure that people are as closely involved and consulted in managing their lifestyle, care and support as can reasonably be expected, and in line with the principles of the Mental Capacity Act 2005.
- 7 To help create, develop and support links between the person and the local community.
- 8 To work in partnership with the person, their family and carers.
- 9 To ensure that the staff team fully understand the needs of the person they are asked to support and know where to go for help if needed.
- 10 To be responsible for ensuring that each person's specific needs are met, such as:
  - Implementation of People's Behaviour Support Plans and Communication Plans/Passports
  - Supporting Individuality, Identity, Relationships and Sexual Needs
  - General Health and Wellbeing
  - Emotional and Mental Health and Wellbeing
  - Safeguarding and Rights
  - Planning for the Future
  - Medication
  - Personal care, personal hygiene
  - Diet, nutrition and safe eating
- 11 To provide and assure high standards of professionalism in all aspects of record keeping and communications and to ensure records are maintained, up to date and accurate and are securely kept and maintained under the requirements of the Data Protection Act 2018 and Hesley Group policy.
- 12 To ensure that people supported have their medication administered, recorded and stored safely according to Hesley Group policy.

**Managing staff**

- 13 To provide leadership, guidance and management, communicating a clear sense of direction which staff understand and are able to relate to the aims and purpose of the service and Hesley Group values.

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- 14 To be able to reflect on your own practice and support your staff to develop skills in reflective practice as a means of learning and understanding what works well and what doesn't.
- 15 To comply with the policies of Hesley Group at all times.
- 16 To ensure that you and your staff fully understand their own responsibilities and those of other people, and that each person is accountable for their practice as set out in the Hesley Group Staff Code of Conduct.
- 17 To ensure that the performance of support staff is monitored and is to expected standards. This includes personally supervising and appraising staff in line with Hesley Group policy and taking appropriate action to identify good practice and take steps to remedy practice that is less than good.
- 18 To contribute fully to forming effective work teams by striving to build positive, trusting and respectful relationships at all levels.
- 19 To use effective two-way communication systems, including means of recording communications and decisions made. This will include handovers, logbooks, diaries, notice boards and staff meetings and the use of e-mail as appropriate.
- 20 To participate in the recruitment process as required by your manager.

**General**

- 21 To advise, as required, on professional matters within the area of competence of the post.
- 22 To maintain and develop up-to-date professional knowledge, skills and competence through training, reading and other such activities and to incorporate the same into practice.
- 23 To observe and monitor standards of practice and to deal with unacceptable practice in line with Hesley Group policies and procedures. Report to your line manager, or other appropriate person, in the event of awareness of bad practice.
- 24 To undertake such other duties and responsibilities reasonably consistent with the role as may be required from time to time by your line manager.

**Health & Safety:**

- 25 To ensure the premises are kept clean and hygienic throughout and systems are in place to control the spread of infection, in accordance with Hesley Group policy procedures and guidance, relevant legislation and professional guidance.
- 26 In carrying out the tasks in this job description you have a duty (under Health & Safety legislation and as required by Hesley Group policy and guidance) to take reasonable care for the health and safety of yourself and that of others.

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This implies taking positive steps to understand the hazards in the workplace by completing regular and planned risk assessments, 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 managing a safe and secure environment for everyone including people who use the service, staff, visitors and members of the public.

- 27 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.

**The contribution of this role:**

This role is key to ensuring the delivery of a service to individuals that is:

- safe, compassionate and effective
- that is of high quality and that provides the best outcomes achievable for the people we support
- that provides customer satisfaction.

The role is also fundamental to ensuring the efficient running of the business and it is expected that a Team Manager will be an ambassador for people with learning disabilities, autism and complex needs.

**This organisation is committed to the protection and safeguarding of children and adults at risk, and promoting their welfare. 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/Children's Workforce.**

Prepared by Human Resources Department .....Date: 05/07/18

Jobholder ..... Signed ..... Date: .....

Manager ..... Signed ..... Date: .....