

Team Leader (Children's Services) Job Description

Job Title: TEAM LEADER
Service: Children's Services
Responsible to: Deputy Care Manager/Care Manager

Brief description of job:

A Team Leader is responsible for the supervision of a team of Support staff to ensure that young people receive a complete person centred care service. As an excellent role model, they will lead, delegate, supervise, and assess the Support Worker's practice. Due to the nature of this specific role, there is an expectation that you will provide direct care and support to the young people.

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 young people and others from abuse of a physical, emotional, sexual, neglectful, financial or institutional nature. This includes a primary focus on the wellbeing of young people 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 all young people 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.

Key Result areas:

- 6 To ensure you and your staff have good quality working relationships with the young people and all other stakeholders, internal and external to Hesley Group.
- 7 To ensure that the direct support work of yourself and your staff team meets the standard required and documented by Hesley Group and external agencies and provides an exemplary model for other staff.

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- 8 To have defined responsibility for a number of young people ensuring that the staff team have a thorough knowledge of each of the young people and their specific needs to enable them to provide quality care support.
- 9 To monitor, review and audit the delivery of care plans and health plans, ensuring that Support Staff are aware of all plans in place, understand those plans, can implement those plans inclusive of individual children/young people's risk assessments.
- 10 To manage delegated resources efficiently and in a person centred way to ensure wellbeing, safety and cleanliness of the young person's accommodation and environment.
- 11 To ensure that the medical needs of young people are met at all times, administering prescribed medication as agreed in young people's care plans and in accordance with the service's policy.
- 12 To ensure that individual contact plans are in place and utilised and that where appropriate young people are pro-actively encouraged to keep in contact with family, friends and others who are important to them.
- 13 To ensure OFSTED requirements and inspection reports for your designated residential area are implemented within given timeframes.
- 14 To contribute to the overall audit process to ensure that high standards of care are maintained.
- 15 To consider the social and emotional development of young people and ensure that staff act in a way that promotes positive self-esteem and helps young people to deal appropriately with their feelings.
- 16 To actively gain a knowledge of young people and their special needs to assist in all aspects of their care including assessment, care planning and transition programmes.
- 17 To actively promote positive aspects of behaviour to ensure that all staff provide appropriate levels of support and responses to young people where their behaviour is either unwanted, inappropriate or challenging in line with their care plan and Hesley Group policies.
- 18 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.
- 19 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.
- 20 In the absence of the Deputy Care Manager, to have primary responsibility for the site and effective rostering and deployment of staff, to ensure that any staff shortfalls are identified and covered.

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- 21 To work overtime if requested.
- 22 To drive the minibus where trained, qualified and required to do so.
- 23 To undertake, as and when required, any additional tasks and responsibilities as are reasonably compatible with this job description and its objectives.

Communication and working relationships:

- 24 There is an expectation that you will communicate information in a clear, legible, objective and professional manner, in a variety of ways, using the required level of confidentiality.
- 25 You must give and receive constructive reflective feedback aimed at developing the quality of relationships and performance.
- 26 To promote effective communications and good relationships that respect the rights of young people, colleagues and others.

Health & Safety:

- 27 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 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.

This organisation is committed to Safeguarding and promoting the welfare of children and vulnerable adults and 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 Children's Workforce.

Prepared by HR: Date: 26 June 2018

Jobholder: Signed: Date:

Manager: Signed: Date: