

**JOB DESCRIPTION**

**Job Title**  **Team Leader**

**Location**  **Brudenell Road**

**Salary** **£32,080 per annum**

**Accountable to** **Registered Manager**

**Hours of Work** **40 hours Per Week, predominantly 12.5 hour day time shifts with rotation of weekend working patterns**

**MAIN PURPOSE OF THE JOB**

To provide high quality care & support services, in a person-centred way, that enables clients to live the lives they choose as far as they are able.

To work closely with the Registered Manager to ensure the service complies with health and social care services regulations (Care Quality Commission) and adheres to the organisational policies and procedures

**DUTIES AND KEY RESPONSIBILITES**

* Work closely with the Registered Manager and management team in the coordination and management of the service
* Contribute to the ongoing support of clients, promoting their rights, independence and individuality.
* Support residents to live a meaningful and valued lifestyle.
* Coordinate and facilitate resident engagement in involvement activities.
* Ensure high quality support is given and to address and escalate concerns to the Registered Manager.
* To be aware to the Registered Manager’s responsibilities and deputise as required.
* Ensure the action likened to social care quality assurance framework are completed.
* Maintain regular contact with external professions and multi-disciplinary teams in relation to the management of a client care and support.
* Ensure all review and reactive meetings are well planned for and documented
* Ensure that CQC regulations are adhered too, and Outstanding practice is strived for.
* Be familiar with Sign Health as an organisation, its philosophy, its aims and working methods, and to be able to communicate this information to others as necessary.

**LEADERSHIP AND MANAGEMENT**

* Leading the staff team to deliver high quality care to achieve optimum quality of life outcomes for clients.
* Providing supervision to and co-ordinating the work of team
* Ensuring the rota provides appropriate levels of staff cover and support to clients
* Ensure rota is available at least four weeks in advance and cover requests for time off and other times of sickness, holidays, and absence.
* Regularly plan, chair and attend management and team meetings to review/ amend/discuss work and track actions
* To report incidents or complaints straight away by following the right policies. All incidents' reports are then to be sent to the Registered manager for checking.
* To manage the staff team and always be first point of contact for staff if the staff have any issues or concerns and keep Registered Manager up to date.

**SUPPORTING CLIENTS**

* Enable clients to maintain their interests, identity and emotional well-being.
* Assist clients to maintain their self-care, personal safety, and physical healthcare needs.
* Assist with habitation and rehabilitation therapies, including activities of daily living, household tasks, occupation, sport, social and leisure activities.
* Contribute to the assessment and evaluation of care plans, under the supervision of the Register Manager.
* Contribute to the prevention and management of behaviour that challenges, by employing positive behavioural support approaches and techniques.
* Work in partnership with clients, colleagues and other stakeholders to promote client engagement in involvement activities.
* Coordinate and facilitate the involvement of Independent Advocacy, promoting client rights and independence through engagement in involvement activities.
* Actively lead the development of easy read materials for clients, to support and promote their understanding and involvement in their service provision and their independence.
* To support clients by assessing their complex behaviour and mental state to ascertain whether there is a need for restraint & apply as a last resort.

**TRAINING AND DEVELOPMENT**

* To assist the Registered Manager identifying training needs of staff.
* Ensure the training needs of the team are planned for and required training is booked and planned for within the rota as required.
* Maintain continuous professional development and attend training to support this.
* To co-ordinate and arrange Deaf Awareness and sign language training for outside agencies who come into contact with clients and Support Workers where necessary.
* Coordinate the delivery of statutory and mandatory training, contributing to the maintenance of training records.

**GENERAL RESPONSIBILITIES**

* Manage the safety and quality of the service
* Under the supervision of the Registered Manager, promote the delivery of a safe service in accordance with legislative requirements and Company policies and procedures.
* Report immediately to your line manager any illness of an infectious nature or accident incurred by a client, colleague, self or another.
* Understand, and adhere to the implementation of, the Company’s Health & Safety Policy, and Emergency & Fire procedures.
* Report to the management team, any faulty appliances, damaged furniture, equipment or any potential hazard and ensure any corrective action is taken.
* Implement effective practices that support compliance with health & safety at work, infection prevention and control, food hygiene/environmental health regulations and all other regulations.
* Maintain accurate, legible and relevant records of client support, under the supervision of the Registered Manager.
* Adhere at all times to the Policies and Procedures of the Company.
* Ensure that confidentiality and GDPR is maintained at all times. If any GDPR breeches take place, the Team Leader has a responsibility to report these using the appropriate reporting policy and procedure.
* To assist in the development of policies and to make sure the Sign Health policies are followed, e.g., drugs are stored and taken in accordance with the drug policy, fire procedures, etc.
* Be prepared to work flexibly to ensure the safe delivery of the service.
* Following training, undertake medication procedures to support clients accessing the community and in the administration of rescue remedies.
* If you meet the insurance criteria to drive the clients vehicles to support community integration for clients.
* Ensure understanding of budget available and work within this, or report to Registered Manager.

* Contribute to the development of an effective and efficient working team.
* Report immediately to your designated Line Manager any issues identified which could bring the Company into disrepute.
* Ensure all information of a confidential nature gained in the course of work is not divulged to third parties.
* Notify your designated Line Manager as soon as possible of your inability to report for duty, and also on your return to work from all periods of absence.
* Ensure the security of your work location is maintained at all times.
* Ensure all equipment is clean and well maintained.
* Carry out any other tasks which may be reasonably assigned to you.
* Ensure that all resources used in and around the Service are sensibly conserved by all staff members.
* Ensure full compliance with contracts, including any requirements to achieve quality related payments.
* Work as part of an on-call rota for the service to provide advise and support.
* The post-holder will be required to develop and maintain good working relationships with all stakeholders including staff, management colleagues, visitors, carers, visiting professionals, commissioners and registration bodies.

**This role description is not exhaustive; it will be subject to periodic review and may be amended to meet the changing needs of the business. The post holder will be expected to participate in this process and we would aim to reach agreement to the changes.**

**PERSON SPECIFICATION**

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| **Qualification & Training** | **Essential/Desirable** |
| Level 5 Leadership and Management Qualification in Social Care or working towards  | Essential  |
| **Experience** |   |
| Extensive experience of working in supported living services and/or residential care services | Essential |
| Experience of working with people with Learning Disabilities and/or Mental Health where diagnosis is complex and may present behaviour that can challenge | Essential |
| Experience of working with people with varying degrees of deafness, including culturally deaf | Essential  |
| Proven record of leading a staff team and delivering care services. | Essential |
| Managing staff related issues such as investigations and supporting recruitment | Essential  |
| **Skills** |   |
| People management and performance, including developing staff and teams | Essential |
| Strong interpersonal and relationship building skills  | Essential |
| Use of Microsoft Office 365  | Essential |
| Application of policies and procedures | Essential |
| Ability to communicate in British Sign Language or willingness to learn | Desirable |
| **Knowledge** |   |
| Understanding of quality assurance and CQC compliance | Essential |
| Understanding of CQC, person centred and outcome focused practice; safeguarding and risk management. | Essential |
| Knowledge and understanding of BSL and Deaf culture | Desirable |
| **Ability** |   |
| Being resilient and able to work unsupervised under pressure  | Essential |
| Communication and written skills | Essential |
| Work in a flexible manner – out of hours, travel and overnight stay to services across the country as required. | Desirable |
| Written English and the ability to communicate at all levels | Essential |
| A commitment to promoting and protecting equality of opportunity and celebrating diversity | Essential |

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***The post-holder will be expected to be flexible and adaptable to meet service needs, including being part of the on-call rota working outside normal office hours as required.***