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**JOB DESCRIPTION**

**JOB TITLE – Team Leader**

**REPORTS TO – Head of Service (Cheddle)**

1. **MAIN PURPOSE**

Under the leadership of the Head of Service / immediate line manager, the Team Leader will supervise and monitor the practice of a designated group of staff and ensure we provide the highest standards of service delivery, corporate culture and personal values.

The Team Leader will ensure the requirements of support plans are met and that standards of care practices are adhered to. They will make an active contribution to the team working closely with others to ensure the highest standards of care, and build and maintain appropriate relationships with Service Users, carers, colleagues and other professionals.

To ensure the operation and service provided by the Service is safe, effective, caring, responsive and well led. They will also ensure that the Service is fully compliant with all legislative, statutory and regulatory requirements and internal policies, procedures, guidelines and best practice.

1. **MAIN ACCOUNTABILITIES**

**2.1 To ensure care provided is SAFE**

* In accordance with Supportability’s policies, be familiar with and regularly refresh knowledge of SMBC’s Harm levels in relation to the protection and safeguarding of children/young people and vulnerable adults and to report all concerns, suspicions, allegations and incidents to their Line manager, Duty manager or On Call Manager.
* To be aware and have an understanding of internal safeguarding policies and procedures and your responsibilities in relation to the reporting of any safeguarding concerns.
* To ensure that all health and safety responsibilities are fulfilled to protect the health and safety of self, employees, service users and visitors and comply with best practice and legal requirements.
* To work within codes of confidentiality, and maintain a professional relationship with the service users being supported.
* To promote Service Users’ right to confidentiality of information in accordance with the guidelines of Supportability’s Confidentiality Policy and Data Protection laws.
* To have a working knowledge of all Supportability policies and procedures.
* To ensure that staff have read and understood the organisational policies and procedures and that they are made aware of any revisions.
* To administer prescribed medication via oral, inhalation, Buccal Midazolam and topical route to service users and to feedback any issues or concerns to the line manager as a priority (full training will be given and competency assessed prior to any administration of medication or support mentioned herein).
* To be responsible for the delivery of an individual’s nutritional requirements including the provision of PEG feeds and assistance with complex feeding requirements etc.
* To supervise staff working within your team to ensure they are well managed and supervised regularly in line with Supportability’s policies and procedures.
* To undertake training to maintain and develop your professional skills and practice in line with Supportability’s policies and procedures and compliance with CQC regulations and local authority requirements and expectations.
* To complete all paperwork required to a good standard, ensuring it is written in a clear and concise way that is detailed, informative, factual and completed in a timely manner and in line with service requirements.
* Key tasks will also include undertaking a range of duties that facilitate an individual’s safety and well-being. This will include providing personal assistance, personal care, adhering to manual handling plans where applicable and supporting individuals with eating and drinking where required.
* To supervise and monitor the preparation, cooking and serving of food to ensure standards are met in respect of nutrition, environmental health, dietary requirements etc.
* To ensure that any accidents or incidents that occur within the Service are reported in line with Supportability’s policies and procedures and reported to the relevant Line Manager, including ensuring that any paperwork relating to the accident / incident is completed appropriately and any immediate risks are addressed promptly.
* To take action as required in relation to any performance or disciplinary matters in accordance with the Organisation’s policies and ensure full and consistent implementation across the Service.

**2.2 To ensure care provided is EFFECTIVE**

* To support and encourage Service Users to fulfil their potential by enabling them to create and maintain a fulfilling lifestyle, in accordance with their wishes and to encourage them to become active and valued members of society.
* To plan and organise social, and leisure activities for service users to attend and participate in enabling them to attain a quality of life and maximise their independence and engagement through positive risk taking and proactive support. .
* To update and maintain reports as required, including staffing rota’s, attendance records, if applicable, and support Plans.
* To be responsible for all service users’ records, ensuring accurate, legible and complete records are kept for the service and the service users.
* To participate in the Duty Team Leader role within the service you work if applicable.
* To ensure that staff within your team and the wider staff team complete all necessary paperwork in a timely manner and in line with the required deadlines set. This includes incident reports, accident reports, safeguarding statements etc).
* To ensure that all support is provided in a way that promotes service users choice, develops independence in all aspects of their lives, respects their dignity and privacy and enables them to participate as fully as possible in their communities.
* To promote self-esteem, happiness and emotional health of service users and to develop and sustain, positive, trusting and professionals relationships with service users.
* To facilitate and oversee the key working role and responsibilities within your team to ensure all service users care and support files are updated regularly and person centred.
* To provide a caring, safe, secure and accepting environment / service that meets the physical, health, social needs and rights of the people supported. This will include ensuring that cultural and religious needs are respected, promoted and facilitated.
* To plan and deliver regular meetings within your own team to ensure information is communicated, shared and updated including conducting regular individual supervision.
* To attend and participate in Service team meetings and supervision sessions (including your own) throughout the year.

**2.3 To ensure care provided is CARING**

* To encourage independence and choice, support learning and development by recognising potential, building self-esteem and maximising individual capacity for independence in the service users we support.
* To contribute to the prevention and management of behaviours that challenge in a non-confrontational, non-judgemental manner, using a consistent approach and following behavioural management guidelines and Positive Behaviour Support as documented.
* To be an active member of a multi-disciplinary team, and to liaise closely with staff, professionals, families and other stakeholders as appropriate.
* To participate in annual reviews and other reviews as required, including writing and presenting reports.
* To support service users on a one to one basis with personal care matters including intimate personal care, eating, drinking etc. ensuring the support given is in line with the individual support plan and risk assessments whilst maximising independence and ensuring the health & well-being of the individual at all times. Support will include assisting with transfers, using specialist equipment such as hoists and overhead tracking, pushing wheelchairs, organising suitable public and private transport and undertaking escort duties.
* To plan, organise and implement service user holidays (if applicable to the service) and to escort service users on such holidays when required.
* To arrange appointments (e.g. doctors, dentists) where required by the Service and ensure appropriate staff provided to escort.

**2.4 To ensure care provided is RESPONSIVE**

* To be part of completing action plans as required by external authorities, e.g. CQC and Local Authorities, and following internal quality audits.
* To report changes in Service User welfare to the appropriate services / professionals and undertake an ongoing risk assessment of the support being provided and highlight any concerns as soon as possible to the appropriate Line Manager.
* To communicate and cascade Supportability and service user information timely and in an appropriate manner to the wider staff team as required.
* To respond to complaints in accordance with Supportability’s policy.
* To participate in reviews for service users to ensure regular oversight of a person’s care & support and that this includes involving the person and other external professionals and carers
* To be responsible for identifying resources required for individual 1:1 sessions and report this to the line manager for action.
* To contribute to the evaluation of the progress made by individual service users by recording individual outcomes and achievements in an appropriate format.

**2.5 To ensure care provided is WELL LED**

* To lead the shift, responding to any matters that may arise during the shift / sessions, this may include amending planned activities, staffing requirements, complaints etc.
* To carry out Line Management responsibilities as detailed such as Support Worker supervisions and return to work documentation.
* To record staff sickness and absence in line with Supportability policy, this includes the completion of return to work interviews for support workers.
* To lead a Key Worker team, ensuring that individual care plans are identified, implemented, recorded and reviewed in accordance with legal and Supportability’s standards.
* To act as a role model, demonstrating high professional standards at all times.
* To contribute to the overall Service by managing the Service provision within the allocated budget and ensuring that Service User and Service monies are handled in accordance with Supportability’s policy.
* To participate in the recruitment and retention of Support Workers including interviewing applicants and mentoring new starters.
* To promote and support awareness of equal opportunities and to ensure that bullying, harassment and intimidation are not tolerated.
* Leading and allocating staff responsibilities within the service ensuring all tasks are completed and to a good standard. To lead by example promoting a positive and proactive way of working and leading your team by example.
* To work closely with the service’s senior management team and be an active participant in team meetings.
* To support the senior management of the Service in ensuring adequate staff cover is maintained in line with service need.
* To act up in the absence of the Manager as required by the Service (Cheddle Lodge only).

**2.6 General**

* To assist with any other duties required as and when the business may require them.
* To work flexibly across Supportability to meet service demand and needs and this may include evenings, weekends and some unsociable hours.
* To undertake all mandatory training relevant to the role of a Team Leader, i.e. manual handling, first aid etc.
* Holders of an appropriate driving licence must be willing to drive Supportability vehicles in order to support Service Users with social, pleasure and medical activities (additional training and support will be given).
* To participate in the on call rota if required by the Service.

**Person Specification**

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|  | **Criteria** |
| **Qualifications** | * Level 3 Qualification in Health and Social Care or willing to complete |
| **Knowledge, Skills and Experience** | * 3 years’ experience in Health and Social Care (desirable) * Experience in the supervision of a staff team * Experience in leading a team / co-ordinating support staff * Experience of planning and delivering sessions / activities to groups * Medication administration experience * Understanding of the legal and regulatory framework for Social Care * Knowledge and understanding of the CQC regulatory / fundamental standards * Working knowledge of Microsoft Office Packages and comfortable working with IT systems. * Experience in the development and review of support plans, including behaviour support plans and moving and handling assessments. * Experience in contributing and participating in the Service User review process. * To be able to work without direct supervision * Flexible and adaptable to meet the changing needs of Service Users and the service * To be able to make use of training and supervision |
| **Competencies** | * A positive attitude towards disabled people * Self and pressure management * Person centred * Communication – verbal and written * Management of people * Leading a team * Team working * Decision making * Problem solving * Planning and organising * Attention to detail * Driven by results and process of continuous improvement |