



TEAM LEADER JOB DESCRIPTION

Accountability

To the Service Leader and **Anna**.

Qualifications

Health & Social Care Diploma Level 3 (or willing to work towards)
A good level of computer skills is required

Hours

Providing 24-hour support which may include unsociable hours, weekends, bank holidays and sleep-in duties. Providing any on-call duties bespoke to the person being supported if necessary. Ensuring that shift hours are covered by the team and relief, with the possibility of providing cover/solutions in emergencies. On-call duties will be shared between the team leader and senior support worker, as described in the senior support worker job description.

Role Specification

It is a role of providing practical support, leadership, role modelling and management to a small number of people. The role expects a high degree of autonomy, initiative and responsibility from the post holder.

Providing whatever help and encouragement is required by **Anna** to take control of **her** life. It is likely that to achieve this, the person receiving support will require support from a number of different people, including friends, family, professionals and an advocate. It will therefore be necessary for the team leader to respect and work co-operatively with others, enabling **Anna** to live in **her** own home within **her** local community, based on the individual's preferences/needs within the framework of their Service Design and Working Policy.

The team leader role is essential to the wellbeing of **Anna** and to the team of people employed to support them.

Main Responsibilities to Anna

Ensuring that the Service Design and Working Policy reflect the current support required for **Anna**. Ensuring also that the team has read, fully understood and implemented the Service Design and Working Policy in place for **Anna**, and that the service provided reflects the individual's wishes in

these written documents. Identifying areas of improvement in the way we work with **Anna** and helping to facilitate de-briefs to act on these issues.

Being creative and ensuring that **Anna** is empowered at every reasonable opportunity to make decisions and take control over **his/her** life and service, unless this is clearly detrimental to them.

Leading by example in all things you do for and with **Anna**, i.e. respecting the home of **Anna** and ensuring that it is not turned into a place of work by carefully considering where you meet staff and how you work. Ensuring that the way in which you work as a first line manager reflects the values and respect you and Beyond Limits hold for **Anna**.

Developing positive working relationships with professionals, family and anyone else involved in **Anna's** life.

Ensuring that **Anna** is able to move **her** life forward looking for real community connections, friends, hobbies, interests and work, and being creative and challenging about the support provided. Taking a lead responsibility for ensuring that **Anna's** physical and mental wellbeing is considered and prioritised, taking appropriate action when necessary.

Providing any support, including direct support, necessary to help **Anna** become more independent over time. This may include a level of personal support when **Anna** first moves home.

It is the responsibility of all staff to ensure that any concerns regarding **Anna** are brought to the attention of a senior person within the organisation, the service leader or directors, i.e. concerns regarding the individual's support, care or welfare, finances or vulnerability. Any person raising concerns around these issues will be fully supported by the organisation and will receive any assistance that they require to enable them to come forward on behalf of the individual.

Being fully committed to social justice, equality of opportunity and the elimination of all forms of discrimination.

Communication

Ensuring that communication is effective between all of the people involved in supporting **Anna**, and between **Anna**, the team, other people involved and Beyond Limits.

Ensuring that there is open, positive, structured and tight communication between the team leader and senior support worker, and that the team and others working with **Anna** are clear of the team leader and senior support worker's responsibilities.

This will be carried out by:

- Organising and attending regular team meetings

- Attending regular team leader/senior support worker meetings and communication
- Alerting the service leader of any communication issues swiftly
- Establishing and utilising systems for communication, i.e. diaries and communication books
- Involvement in meetings and communicating on day-to-day issues with the Care Coordinator and Community Learning Disability Team/Community Nurse
- Involvement in leading problem-solving sessions with the team
- Involvement in participating in person-centred planning meetings
- Delegating responsibility, in your absence, to other team members or to the service leader

Responsibilities

Ensuring that **Anna** has support which is organised to meet expressed or implied needs.

Arranging and confirming rotas ensuring that the team is adequately staffed and prepared to provide flexibility, and covering any changes through sickness, holidays and training. Managing rotas will not be carried out in **Anna's** home but in the agency office or a suitable location.

Ensuring that all applicable Beyond Limits policies are followed by the team. Ensuring that all processes are carried out that safeguard the health and safety of **Anna** and the team. Ensuring that all necessary audits are completed and actions identified resolved.

Recruiting staff for **Anna** using person-centred approaches, being creative in seeking new support staff, and advertising for and interviewing potential new staff. You will be required to consider how **Anna**, and family, friends or an advocate, can be involved in recruitment. Collaborating with the service leader on the approach for recruitment, and seeking assistance and support with this as necessary.

Knowing the training requirements for the team, including the required refreshers within that. Managing and planning rotas to accommodate the attendance of training for the team.

Being able and proactive in identifying potential difficulties in the team, i.e. people leaving or prolonged sickness, and acting on this swiftly with the agreement of the service leader.

Staff Development

Leading the team in a way that positively motivates staff. Providing guidance, leadership and mentoring to team members. Being consistent in your approach to the management of the team and the service. Leading the team to ensure that they understand and work within the values of Beyond Limits.

Leading the team in reviewing its performance on an ongoing basis, and to work with each team member to develop their individual skills and ambitions.

Assisting the team by developing a sense of teamwork, through teambuilding sessions during regular team meetings.

Providing regular supervision, within the guidelines, to all team members. Ensuring that training is a regular support and supervision item for all members of the team. Reminding the team of their responsibilities in keeping their training up to date, and ensuring that they have a clear understanding of this.

Making training and staff development a priority, ensuring that staff are freed up to attend training and that cover is in place. Agreeing with the service leader the training needs of the team and ensuring that these are communicated to the training lead. Providing shadowing training, mentoring and on-going support to new staff to a standard that will ensure they are competent.

Resource Management

As team leader, taking responsibility for managing and monitoring all resources available to the team, which relate to **Anna**.

Understanding the Individual Service Fund and taking responsibility for the money which becomes available to **Anna** and **her** team, such as activities expenses and travel expenses. Following Beyond Limits policies related to recording and monitoring finances, and implementing the Individual Working Policy around the use of these resources as appropriate.

Recognising that staff are the most precious resource for **Anna**. Taking responsibility for ensuring that you understand what staff hours are available for **Anna** within the Individual Service Fund, and that these are managed effectively including relief hours and emergency cover. Any consistent or concerning change in agreed staff hours being used should immediately be brought to the service leader's attention.

It is the team leader's responsibility to ensure that **Anna's** personal finances are recorded correctly and monitored. The team leader also has a responsibility for assisting **Anna** in maximising benefits, and ensuring that assistance from the service leader or welfare rights is sought, whenever necessary.

If any financial issues arise which you feel are peculiar or unusual, or appear to leave you or the team vulnerable, these must be brought to the attention of the service leader.

PLEASE SIGN AND DATE AS CONFIRMATION THAT YOU HAVE READ AND UNDERSTOOD YOUR JOB DESCRIPTION

PRINT NAME:

DATE:

SIGNATURE: