

ROLE PROFILE

ROLE TITLE	Team Leader
JOB FAMILY	Care & Support
GRADE	Team Leader
ACCOUNTABLE TO	Scheme Manager / Locality Manager
ACCOUNTABLE FOR	Senior Support Workers / Support Workers
BUDGET RESPONSIBILITIES	N/A

JOB PURPOSE

To assist the line manager with the operational responsibility for care and support services in at least one local authority and to ensure the services work within the contract specifications.

ACCOUNTABILITIES & RESPONSIBILITIES

1. To be responsible for devising and monitoring service rotas and to review them on a monthly basis.
2. To contribute to monitoring repairs in the scheme and for reporting on these repairs to our partner Interserve.
3. To ensure support planning and risk assessments within each service are in line with the person centred principles and that they are reviewed within agreed timescales.
4. To ensure that all relevant services have in place recovery tools and/or positive behaviour support plans.
5. To ensure that the service complies with H&S and fire regulations and that regular checks /drills are carried out.
6. To ensure that particularly vulnerable people have detailed PEEPs in place.
7. To have a full understanding of the service contract including the number of contracted hours and management off rota time.
8. To effectively manage complaints and deal with complaints in a positive way which ensures that lessons learnt result in service improvements.
9. To manage, supervise and develop staff, working to agreed standards, policies and procedures.
10. To ensure agency staff usage is in line with annual budgets and contracts

11. To ensure the service has in place a pool of flexible workers which prevents excessive agency usage.
12. To develop and improve service quality and to carry out announced and unannounced file audits.
13. To contribute to the ETG quality assurance process.
14. To carry out regular staff direct observation sessions.
15. To coordinate day to day financial transactions within the scheme/service including monitoring budgets, petty cash and authorising expenditure are in accordance with East Thames policies.
16. To complete planned and unannounced petty cash checks on a regular basis.
17. To complete the actions set out in the ETG health and safety audit in the relevant timescales.
18. To ensure that East Thames and Local Authority safeguarding policies and procedures for the protection of children and vulnerable adults are implemented, promoted and managed effectively within the area of responsibility.
19. To ensure there are adequate service user consultation events in place at the services and to participate to the six ETG themed months.
20. To monitor the tenant's rent accounts and to ensure that support workers have in place support actions to prevent the rent arrears escalating to a level which places the vulnerable person's tenancy at risk.
21. To communicate with various departments on a regular basis to ensure void loss and rent arrears are monitored and acted upon to limit financial loss to ETG.
22. To ensure that the service remains strategically relevant by monitoring void levels and having in place effective void action plans.
23. To monitor the services rotas in a way that limits the amount of agency usage.
24. To ensure all services work within the principles of the Mental Capacity Act and DoLS.
25. To have in place a training matrix which records and monitors the mandatory and stand-alone training needs of all members of staff.
26. To have line management responsibility for up to 12 people and to ensure that supervisions are carried out at least on a quarterly basis.
27. To have in place QAF and/or CQC action plans to assist the service in achieving excellent inspection results.
28. To ensure the service is fully prepared for the changes introduced under The Care Act 2014, in particular the care certificate.

29. To have effective medication support procedures in place at the service if relevant.
30. To have in place effective business continuity plans
31. To work on rota and deliver direct support/care to service users
32. To participate in East Living 'On Call' service if required.

TECHNICAL COMPETENCIES	
Education & Qualifications	<ul style="list-style-type: none"> • NVQ level 4/ Diploma level 4/5 • Relevant management qualification
Knowledge & Experience	<ul style="list-style-type: none"> • Sound understanding of CQC and Supporting People and the Quality. Assessment Framework or The Health and Social Care Act 2008 (Regulated activities) Regulations 2014 (depending of whether registered or supported living). • Knowledge of practice issues relating to a range of client groups. • Knowledge of the recovery model of support • MCA and DoLS • Demonstrable and relevant experience of working with people from more than one client group. • Working in partnership with relevant stake holders. • Experience of budgetary management. • Managing/supervising and quality auditing the work of others. • Experience of disseminating appropriate information to staff. • Experience of delivering medication support (if required for the service).
Skills & Abilities	<ul style="list-style-type: none"> • Good numeracy and literacy. • Management of care and support planning • Needs and Risk Assessment • Good proficiency in using IT • Support skills relevant to client group. • Planning & organising • Excellent communication skills • Ability to work flexibly. • Ability to manage teams. • Ability to manage one or more service/complex service.
Personal Attributes & other requirements	<ul style="list-style-type: none"> • Fitness to carry out function of post which can include manual handling and activities of daily living i.e. cooking, cleaning, shopping, leisure, educational and employment activities. • Works from a strong value base which includes displaying empathy and respect to the people that we support at all times • Places dignity at the heart of the work that is carried out • Has a positive 'can do' attitude • Works in a way that is recovery focused or person-centred and which focuses on the promotion of independence

OTHER REQUIREMENTS	
Essential Car User	This role does not require the post holder to hold a full UK driving licence and have access to a vehicle.
DBS	<p>This role requires the post holder to have close contact with children/vulnerable adults overnight or for three or more days per month.</p> <p><u>Terms of reference</u> Children – anyone under the age of 18 Vulnerable adults – people with mental health needs, a disability of any sort, behavioural problems, older people and victims of abuse. Close contact – unsupervised access to the individual or access to sensitive records regarding the individual.</p>
Business Continuity	This role has not been identified as an Essential Business Continuity Role.
Evenings and Weekends	This role requires the post holder to work on a flexible basis as required by the service. This may include evening and weekend work.

L&Q VALUES – SHARED BY EVERYONE	
People	We care about the happiness and wellbeing of our customers and employees.
Passion	We approach everything with energy, determination and enthusiasm
Inclusion	We draw strength from our differences and work collaboratively.
Responsibility	We own problems and deliver effective, lasting solutions
Impact	We measure what we do by the difference we make.