

JOB DESCRIPTION

Job Title:	Team Leader
Accountable to:	Home Manager / Deputy Manager
Responsible for:	Support Workers
Location:	Berkshire
Hours:	36 per week
Contract:	Permanent

MAIN DUTIES AND RESPONSIBILITIES

1. To oversee the delivery of care and support within the home and make sure that the quality of service and the support provided meets and exceeds all the requirements of the Essential Standards for Quality and Safety.
2. To ensure that each person living in the home is given information and advice in an accessible way that enables them to make informed decisions about their care and support.
3. To lead, coach and mentor support workers to ensure that each person living in the home receives personalised support which is dignified, flexible, appropriate to their needs and promotes their rights and responsibilities.
4. To take the lead in ensuring that the care and support provided is person-centred, adopting the principles of Person Centred Support for every person living within the home.
5. To ensure that Person Centred Plans, Individual development and strategies are developed that promote and support active citizenship within the local and wider community and maximise choice and independence.
6. To support the Home and Deputy Manager in the recruitment, training, supervision, and appraisal of support workers within the home ensuring that they are fit to support the delivery of the service in line with CQC governance.
7. To support the home manager in all aspects of support in the home including finances, rosters, reporting, maintenance and Health and Safety.
8. To work to continuous person development by maintaining qualifications, attending regular update meetings and undertaking all training relevant to the role and organisational and legislative requirements.
9. To keep and maintain adequate records and undertake effective reporting as required by the Health and Social Care Act (2008), Local Authority Contracts, Norwood policies and any other applicable legislation.

GENERAL

To maintain standard of dress that is appropriate to role and in accordance with the organisation's dress policy.

To maintain confidentiality at all times and to ensure respect for, proper observance of and adherence to Norwood's confidentiality policy for all staff.

To attend regular supervision sessions with line manager and undertake relevant training as and when required.

To undertake any other duties which are consistent with the post.

This job description is not an exhaustive list of duties and responsibilities and is subject to change in accordance with the needs of the service.

PERSON SPECIFICATION

TEAM LEADER

CRITERIA	ESSENTIAL	DESIRABLE
Qualifications	<ul style="list-style-type: none"> ▪ Willingness to work towards QCF Level 3 (NVQ 3) 	<ul style="list-style-type: none"> ▪ A relevant care qualification ▪ QCF Level 3 or NVQ 3
Experience	<ul style="list-style-type: none"> ▪ Care and Support of Adults with Learning Disabilities ▪ Person centred planning, care and support planning and risk assessment ▪ Person centred approaches 	<ul style="list-style-type: none"> ▪ Delivery of culturally specific services ▪ Monitoring staff performance ▪ Coaching and Mentoring ▪ Life Long Learning services for adults with Learning Disabilities ▪ Work in a residential setting including supervisory responsibilities
Knowledge	<ul style="list-style-type: none"> ▪ Current legislation including Health and Social Care Act (2008) and Health and Safety at Work ▪ Good level of literacy and numeracy ▪ Basic IT systems including Outlook, Word, Excel and Powerpoint 	<ul style="list-style-type: none"> ▪ Understanding of right care right support right culture ▪
Skills and Abilities	<ul style="list-style-type: none"> ▪ Able to demonstrate Team Leadership skills ▪ Effective communicator ▪ People Management skills ▪ Able to work with key professionals 	<ul style="list-style-type: none"> ▪ Driver with access to vehicle ▪ Ability to anticipate and identify potential gaps in service and take appropriate action ▪ Budget Management skills ▪ Appropriate delegation of tasks
Personal Circumstances and Attributes	<ul style="list-style-type: none"> ▪ Highly motivated and committed to personalisation ▪ Knowledge of self and effect on others ▪ Willing to challenge and offer balanced reasoning ▪ Excellent time management 	<ul style="list-style-type: none"> ▪ Full clean driving license