



PROGRESSIVECARE

# Job Description & Person Specification:

## **TEAM LEADER**

*16+ Supported Services*

# JOB DESCRIPTION: TEAM LEADER

<b>Service:</b> Supported Living Services	<b>Responsible to:</b> Unit Manager
<b>Grading:</b> Band B (Level 1-10)	

## Summary of Main Duties and Responsibilities

- To create a safe supportive environment for young people in line with Safeguarding Policies and Procedures and in line with associated government guidance and legislation
- To provide support to young people in accordance with the placement plans, risk assessments and reports
- To be part of the management structure and support in ensuring the smooth running of the service
- To ensure young people's needs are met.

## Summary of Main Duties and Responsibilities

### Job Specific:

1.	To do all you can to safeguard children, young people and vulnerable adults as per the company's policies and procedures, which includes a duty to report anything of concern
2.	To ensure the service is young person focused
3.	To be responsible for shift planning and the day to day allocation of duties to staff
4.	To provide direction, motivation and supervision of support staff
5.	To ensure all staff comply with the company's policies and procedures
6.	To assist the Deputy Manager with specific duties when allocated
7.	To work effectively within the management team
8.	To monitor the progress of key work sessions
9.	To carry out other duties as requested
10.	To ensure effective handovers take place
11.	To ensure that all necessary paperwork is completed throughout the shift
12.	To act as an appropriate adult when required to do so
13.	To act as mentor to new staff members
14.	To support new staff members in the completion of their induction
15.	To produce a high standard of written reports
16.	To work to agreed placement plans, risk assessments and reports so that there is continuity of monitoring and support for children and young people

17.	To contribute to assessment programmes
18.	To maintain written records so that the assessment, plans and other reports can be produced, implemented and monitored by the Social Worker
19.	To work as part of a team to ensure the smooth running of the service and also to ensure that the needs of young people are met
20.	To key work with individual young people, helping them to resolve any problems
21.	To actively promote the rights of young people
22.	To promote positive outcomes for young people
23.	To attend and contribute to any meetings as required
24.	To arrange and attend case planning meetings and reviews, and any other such meetings as required
25.	To work closely in co-operation with children and young people, social work staff, advocates, specialists and other professional agencies
26.	To have an awareness of issues relating to young people
27.	To ensure that the medical needs of young people are met
28.	To undertake routine administrative tasks and provide written reports as and when required
29.	To maintain and contribute towards maintaining the accommodation to the highest standards
30.	To support families to access and utilise local resources
31.	To undertake any emergency, cover due to illness as and when required by the manager
32.	To support the Deputy Manager in ensuring that effective staffing is in place
33.	To contribute to individual learning and team development so that there is a culture in the Organisation of continuous learning and constant improvement
34.	To actively promote professionalism and high standards
35.	To act as a mentor, guide and supervise new and less experienced members of staff
36.	To work as part of the team ensuring that good practice is maintained at all times
37.	To attend, contribute and lead staff meetings
38.	To priorities work load in consultation with senior members of staff
39.	To complete rotas, when requested by the Deputy Manager
<b>Training and Development</b>	
1.	To ensure that all mandatory and service specific training is attended and that you actively participate and contribute to any training undertaken
<b>General</b>	
1.	To respect and maintain the confidentiality of all matters that you learn, including matters relating to customers, service users, members of staff and contractors.
2.	To observe the requirements of GDPR (2018), Equality Act (2010) and any other legislations and guidance's which informs and governs business practice.

3.	To act in accordance with accordance with company policies and procedures
4.	To attend for work reliably and punctually

<b>Job Specific Notes</b>
<b>Progression through grading bands</b>
The post is career graded and progression through the bands will require the post holder to deal with increasing levels of responsibility, complexity of work and degree of emotional demand appropriate to each band.
<b>Flexibility Clause</b>
All staff are expected to work in a flexible way when the occasion arises, ensuring that tasks not specifically covered in their job description are undertaken. These additional duties will normally be comparable with the regular type of work

<b>Issued by the HR Department</b>	
<b>Name:</b>	<b>Job Title:</b>
<b>Signature:</b>	<b>Date:</b>

<b>Employee Acceptance</b>	
<b>Name:</b>	<b>Date:</b>
<b>Signature:</b>	

# PERSON SPECIFICATION: TEAM LEADER

<b>Service:</b> Supported Living Services	<b>Responsible to:</b> Unit Manager
<b>Grading:</b> Band B (Level 1-10)	

Values	
1.	Desire to work with young people
2.	Empathy towards young people who find themselves within an assessment setting
3.	A commitment to safeguarding and protecting vulnerable adults and children

Knowledge and Experience		
Experience	1 years' experience within a similar role and 1 years' experience within a senior role	Level 1
	2 years'+ experience within a similar role and 2 years' experience within a senior role	Level 2
	3 years'+ experience within a similar role and 3 years' experience within a senior role	Level 3 - 10
Knowledge	A general knowledge of young people and issues that affect them	Level 1 - 10
	An awareness of equal opportunities and actions or situations that may be considered as discriminatory	
	Experience working with young people that may display challenging behaviour	
	Experience of working with and contributing to care plans and risk assessments	
	A general knowledge relevant legislation	
	Knowledge of effective management practices	

Qualifications and Training		
Qualifications	Qualified level 3 (or equivalent)	Level 1 - 10
	A willingness and commitment to complete Level 3 Leadership and Management qualification	Level 1 - 4
	Qualified Level 3 Leadership and Management qualification	Level 8 - 10
Training	A willingness and commitment to undertake regular training relevant to the job role	Level 5 - 10

Skills and Abilities	
1.	Ability to communicate clearly, both written and verbal
2.	Ability to respond effectively to information shared within a team environment
3.	Ability to prioritise and delegate workload
4.	Ability to form appropriate, professional and positive relationships
5.	Ability to lead by example and promote positive communication
6.	Ability to report any concerns relating to professional boundaries or conduct

7.	Evidences and applies de-escalation/conflict management techniques appropriately
8.	Able to support, lead and risk assess appropriately
9.	Good, clear recording and report writing skills including use of IT systems
10.	Understands the key components of record keeping
11.	Good understanding confidentiality and GDPR
12.	Able to read and comply with relevant care plans, risk assessments and management strategies
13.	A good understanding and ability to meet the needs of young people with respect to their race, religion, culture and sexuality
14.	Advocates equal opportunities and actions or situations that may be considered as discriminatory
15.	Demonstrates a good understanding of Supported Living Services and their purpose
16.	Demonstrates empathy towards young people that are placed within services
17.	Ability to work effectively as part of a team
18.	Ability to attend for work reliably and punctually
19.	Ability to work in accordance with a rolling rota, including working nights, weekends sleep-ins and bank holidays
20.	To be able to plan own work and prioritise tasks, and work to set timescales
21.	To attend and contribute to team meetings
22.	Ability to read, understand and write clear and accurate reports
23.	Ability to lead, motivate, influence and support a staff team to ensure quality care outcomes

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