**Manor Support and Housing**

**Job/Role and Person Specification**

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| **JOB DESCRIPTION** |

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| **Job Title** | **TEAM LEADER** |
| **Reporting to** | **Unit/Area Manager** |
| **Job Location** | **Datchet, Slough, Windsor, Bracknell, Hounslow, Ealing** |

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| **Overall Purpose of the Job *(Outline the purpose of the job, what is the reason for the job, what must it achieve and how does it contribute to the success of the business?)*** |
| **A Team Leader will provide direction, instructions and guidance for the purpose of achieving, the Team Leader will know the individual’s strengths and weaknesses and how to motivate colleagues to attain high levels of performance. The Team Leader will achieve co-operation, encourage progress and results and be a good listener.****To work in partnership with others to provide a range of innovative and individualised support packages, this is achieved through Person Centred Planning in which we aim to promote optimum health, foster choice, independence, self-awareness, self-confidence and as far as possible we will support the individual to access stimulating activities in real life settings to learn real life skills and to be treated as equal to others.****Assist with the maintenance of a safe supporting environment including the preparing and cleaning of rooms and equipment with particular reference to infection control and safe working environment for service users, their families, staff and other visitors in line with the Company’s Health and Safety and Infection Control Policy.****Ensure sensitive and appropriate care and support is delivered to meet individual needs, respecting personal dignity and beliefs.** |

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| **Key Working Relations *(List the internal and external roles that this post has key interaction with)*** |
| Client Groups including Service Users, Site Managers, SuppliersSupport Workers/Team Leaders/Behavioural Support StaffManaging Director and TrusteesHead Office support functions (HR, Finance, Marketing, Care Commissioning)Local Authority/Social Services and the Care Quality Commission (CQC) |

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| **Key Result Areas and Specific Duties:** |
| Provide leadership to the team acting as a positive role model at all times. Manage rotas on a daily basis. Lead the shift, ensuring staff give support that follows individual’s care plans and daily support plans. Provide effective supervision to the Senior and Support Workers on your team. Provide on call cover as arranged by the Home Manager, working within on call guidance. Ensure good team working. Motivate, support and mentor the staff when needed. At each shift ensure staff complete all necessary paperwork to an acceptable standard and sign off.Create an environment orientated to trust, open communication, creative thinking & cohesive team effort. Motivate & inspire team members Lead by setting a good example (role model) – behaviour consistent with words Facilitate problem solving & collaboration Maintain healthy group dynamics. Intervene when necessary to aid the group in resolving issues. Support new team members in working through induction programme, ensure that they have the necessary knowledge to effectively participate on the team. Recognise & celebrate team & individual accomplishments & exceptional performance Contribute to staff appraisals & supervision process.  **Team Management**Facilitate the day to day organisation within the home environment. Ensure appropriate staffing levels are maintained to provide effective care provision. Manage staff sickness levels, organising necessary cover on a day to day basis. Familiarize the team with clients’ needs and ensure the team address all relevant areas of care within their individual sphere of employment. Organise & facilitate regular staff meetings. Provide necessary organisational information to staff team.Help keep the team focused & on track. Supporting recruitment of new staff with interviews. **Operational Management**Collate organisational data in agreement with Managers (time sheets, sickness/accident logs, quality assurance). Responsible for assisting the Manager with budgets on a weekly basisAttend regular meetings as directed by management. Maintain overview of daily records, incident logs & shift planners. Monitor all key worker records & support individual key workers to develop positive working relationships with clients. Ensure maintenance of house environment is of a high standard (PAT testing, light bulbs, décor, and general repairs). Keep the management team informed of accomplishments & ongoing issues, participate in achieving resolutions to identified issues. Facilitate positive working relationships with client’s family & professional team. To act in the best interests of the organisation & those for who it provides care. Maintain quality & standards of the organisation in all areas of provision. Maintain all areas of Health & Safety relevant to the service users, working environment & staff teams. Monitor & support relevant First Aid awareness and training within the staff team. |
| **Core Competencies *(List competencies from Competency Framework usually a maximum of 5, focus on those that are specific to the job and are essential for is success)***  |
| Adopt professional, moderate and respectful demeanour in language and working relationships Are punctual and properly prepared for the working day Adopt ambassadorial roles by attending promoting the Company in good light at every opportunity, and positively seeking opportunities to contribute to the Company’s reputation Challenge inappropriate or unacceptable behaviours Wear ID at all times Wear appropriate dress – should be ‘smart casual’ as a minimum, appropriate to the setting Are honest and trustworthy Maintain confidentiality and comply with Data Protection legislation Act with courage and integrity at all times Keep promises and honour commitments, giving a reliable service Are patient and even temperedAbility to work with clients with learning disabilities and challenging behaviour Calm and reflective in a crisis Ability to lead and motivate others Ability to model appropriate skills to others Good inter-personal skills to work as part of a multi-disciplinary team and with other agencies, carers , family Ability to work in isolation in stressful situations Ability to adapt to changing situations and environments Ability to demonstrate a range of domestic, leisure, recreational and social skills Ability to motivate clients and other carers Good verbal and written communication skills Ability to problem solve Ability to give and receive constructive advice Ability to undertake all identified appropriate procedures in the care plan |

**Person Specification**

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| **Knowledge *(What knowledge is required to enable the person to be successful in this role?)*** |
| **Essential:** | **Desirable:** |  |
| A good knowledge and understanding of the CQC Regulations and Requirements.A working knowledge of the range of strategies and systems used to support service users Excellent PC skills incl Microsoft Office, Outlook, ExcelAbility to prepare and present management information to meet service need. |  |

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| **Skills and Experience *(What skills and experience is required to enable the person to be successful in this role?)*** |
| **Essential:** | **Desirable:** | **Tested By** |
| Minimum of 2 Years’ experience of working within a care settingDemonstrable Experience of managing people in a residential settingExperience of monitoring, recording and reporting. Working on own initiative when required. Leadership and motivation skills. Excellent interpersonal skills both oral and written Effective Team Working, understanding & patience.IT Skills |  |

**Person Specification**

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| **Qualifications and Special Training *(What is the level of education that is required to enable the person to be competent in this role?)*** |
| **Essential:** | **Desirable:** |  |
| **Level 3 Diploma in Health & Social Care****Learning Disability and Autism training certification**First Aid including CPR CertificationFood Hygiene CertificationMedication AwarenessSOVA, MCA and DoLS Certification.Good Written and Verbal Communication skillsInfection ControlDocumentation and Record Keeping | NVQ level 4 in Health and Social Care |

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| **Other Requirements *(Are there any other requirements needed i.e, evidence of CPD, Manual handling, clinical contact with patients, equipment and machinery?)*** |
| **Essential:** | **Desirable:** |  |
| Agreement to apply for an Enhanced Disclosure from the Disclosure and Barring Service Full clean driving licence Ability and willingness to drive company vehiclesCommitment to CPD.Flexibility in working (particularly unsocial hours, nights and weekends, sleeping-in duties) Physically able to implement physical intervention strategies Possession of a current driving license/ car driver essential |  |

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| **Employee Signature:** | **Line Manager Signature:** |
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| **Date:** | **Date:** |
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