



Team Leader – Carterhatch Support Living Services	
<b>Department:</b> Care & Support	<b>Reports to:</b> Service Manager/Floating Manager
<b>Direct Reports:</b> Support Workers/Support Co-ordinators	
<b>Main purpose of the role</b> <ul style="list-style-type: none"> <li>• To provide leadership in the delivery of high quality, person centred services for the people we support</li> <li>• To develop good practice and instil a positive team ethos within your service/s</li> <li>• To collaborate with the Service Manager, Area Manager and other Outward Departments to meet internal and external performance standards and comply with CQC regulatory requirements</li> </ul>	
<b>Working with the People we Support (PWS)</b> <ul style="list-style-type: none"> <li>• Treat the PWS with dignity and respect at all times putting their needs at the forefront of all decision making and ensuring their involvement in decisions that directly affect them</li> <li>• Consult with the PWS regarding the planning and delivery of services, including staff recruitment, ensuring that regular service user meetings take place and that they have the opportunity to attend forums and focus groups</li> <li>• Work to build strong, positive relationships with the PWS that instil trust in the service and staff team</li> <li>• Ensure that the PWS are allocated a named key worker and are fully involved in planning their support and achieving the goals they wish to achieve</li> <li>• Deliver services that enable the PWS people to live as independently as possible</li> <li>• Ensure care plan reviews and any necessary complex assessments are carried out with the involvement of other professionals where required</li> </ul>	
<b>Financial and Contractual responsibilities</b> <ul style="list-style-type: none"> <li>• Review monthly management accounts, highlighting and acting on any errors identified</li> <li>• Plan and deliver services within agreed budgets and contractual requirements reporting any difficulties or concerns to the Service Manager, including any significant variance in hours delivered</li> <li>• Adhere to internal financial regulations, policies and procedures, including the purchasing of goods and services</li> <li>• Inform finance of any changes to support packages and hours to be delivered</li> <li>• Attend budget setting, management account and any other financial meetings as required</li> <li>• Complete and submit all payroll information and staffing changes in accordance with the monthly time table</li> <li>• Audit petty cash floats and ensure that financial returns are submitted on time each month</li> <li>• Ensure the PWS are appropriately supported to budget and manage their finances and that financial checks are carried out as per policy</li> <li>• Raise any concerns regarding the management of finances on behalf of the PWS with the Service Manager or other senior manager in their absence (to include concerns about financial abuse from others)</li> </ul>	
<b>Staff management</b> <ul style="list-style-type: none"> <li>• Undertake supervision, probations, inductions and appraisal of staff within the teams you manage</li> <li>• Ensure that new support workers receive a planned induction, have an allocated 'buddy' attend probation meetings and are well supported during their probationary period</li> <li>• Work as directed by the Service Manager to recruit to vacant posts in a timely manner</li> </ul>	

- Ensure that all staff are made aware of the need to comply with mandatory training and have the necessary time and resources to do this
- Develop and grow the skills of support staff via training, coaching and performance management Work alongside front line staff to assess skills and attitude on an on-going basis addressing any issues that arise
- Ensure all staff maintain and submit accurate time sheets and understand where it is appropriate to claim overtime as TOIL or via WAVE
- Monitor staff sickness, carry out Return to Work Interviews and sickness capability meetings and update Select HR as and when required
- Instil in staff the expectation that they need to be responsive and flexible in order to meet the needs of the PWS; ensuring that 121 notes, training and appraisal records demonstrate that all staff have received adequate guidance in relation to this and are equipped to deliver best practice and high quality services
- Lead by example to develop your team and build strong and positive team relationships
- Seek to effectively and quickly manage conflict within your team seeking support from the Service Manager, Area Manager or HR where needed
- Delegate responsibilities as appropriate within your team

#### **Service Delivery**

- Be based in, and provide operational day to day management for one or more allocated services
- Prepare for and participate in internal and external quality audits and inspections ensuring that the need for any identified service improvements are addressed
- Collaborate with key workers to ensure that comprehensive support plans and risk assessments are in place
- Monitor support plans and outcomes ensuring that plans are in date and outcomes achieved
- Ensure all risk assessments are updated when needed and are available to the relevant support staff
- Organise staff rotas that meet contractual requirements, ensure the safe running of the service and reflect the needs and goals of the PWS as stated in their support plan
- Ensure all staff understand and adhere to administrative processes both within local services and organisationally
- Ensure all service information is of good quality, correctly recorded and kept up to date, addressing any shortfalls in this area in 1-2-1 meetings with the staff member concerned
- Hold regular staff meetings
- Ensure all support staff have the skills, equipment and guidance to provide a good quality key work service and produce any key work reports required
- Ensure incident and safeguarding reports are completed correctly, appropriate follow up actions are taken and the Service Manager or On-Call senior manager is informed and kept up to date regarding any serious incidents, SOVA's, hospital admissions or deaths
- Ensure all staff delivering personal care have the necessary skills and training
- Carry out day to day observation and assessment of staff practice, working alongside individuals to ensure they follow guidelines, record information accurately and treat the PWS with dignity and respect
- Ensure compliance with all regulatory requirements, in particular the CQC regulations relating to domiciliary care services / supported living services; sending notifications when required, providing follow up information and putting proactive measures in place to better support individuals
- Liaise with the Tenancy Management Officer and the Housing Team regarding repairs, transfers and sign-ups and any other matters they may affect an individual's tenancy
- Promote voids, assess referrals suitability, and arrange and support a new tenants move into the service

**Additional Responsibilities**

- To deputise for the Service Manager as required
- To positively collaborate with other Outward Departments and external agencies at all times
- Adhere to the Code of Conduct at all times
- Understand and follow organisational policies and procedures
- Take personal responsibility for the safety of self and others at all times
- To work responsibly and appropriately with regard to confidentiality and commercially sensitive information
- To comply with all legal and regulatory responsibilities
- Take all reasonable measures to follow Health and Safety policies, procedures and legislation as applicable to the job role informing the line Manager or other senior manager where there is a health and safety concern
- Provide emergency hands on care and support and cover where needed
- Participate in the out of hours on call rota
- To work weekends, evenings and bank holidays as required by the service.
- This job description is not exhaustive and you are expected to undertake any other duties as may be reasonably requested

**Our Values****Engaging**

We listen to what people say, we involve people, we are honest and open

We act responsibly

We appreciate and respect individuals

We are welcoming and inclusive

**Enabling**

We facilitate, we assist and we support to make things happen

We are committed, passionate and hard working

We support to people make informed choices

We build upon excellence

**Empowering**

We inspire and we encourage, supporting people to take control

We are flexible and creative

We learn, question, challenge and reflect

**Safeguarding Statement**

Outward is committed to safeguarding and promoting the welfare of adults at risk and expects all staff to share this commitment. If the post you apply for involves working with or having access to adults at risk and/or their records, we will require an Enhanced Disclosure from the Disclosure and Barring Services for successful candidates. This will be fully subsidised by Outward.