

Role Title: Team Manager

ROLE PURPOSE:

1. To deliver services across the respective locality
2. To be responsible for monitoring the overall quality of the service
3. To act as a link between the Operations Managers and staff
4. To undertake specific management and supervisory responsibilities across the locality/service

Accountabilities	Measures of success	What you need to know
1. Providing effective support • Identify, assist and lead access to opportunities within the local community which develop independence and inclusion such as: education, training, employment, volunteering, leisure etc. • Oversee and facilitate activities linked to an individual's Person-Centred Review Action Plan and/or support plan, considering the individual's preferences. • Ensure 'keyworker' support (as required) to identified customers, includes: - Ensuring the completion of relevant reports and paperwork saved on the data file and P Drive as appropriate - Ensuring and contributing to the annual customer review - Planning and leading meetings - Ensuring effective maintenance of customers' files, support plans and records to Leading Lives standards - Overseeing Risk Assessments, manual handling support plans • Lead the planning of activities, sessions, opportunities and daily living tasks. • Ensure travel is arranged in the most appropriate and cost effective way. Liaise with social workers, individuals and families to coordinate travel arrangements • Role model good practice within the service to all team members • Ensure customers are supported to manage their own finances in line with LL Policies and Procedures. • Coordinate the appropriate service supports required for individuals and new referrals, i.e. a service package or crisis response	- Customer feedback - Family / carer feedback - Range of activities provided - Effectiveness of support and service delivery - CQC reports - Improved independence and community involvement for the individual - Effective role modelling of practice to staff - Good staff performance - Identifying areas of good and poor practice and celebrating success or resolving poor practice	QCF Level 5 Award in Care or similar, with ability to achieve QCF Level 5 within 24 months of commencing post. Good Literacy / numeracy for completing reports and maintaining records to the appropriate standard. Effective communication skills across a range of contacts and staff teams. Substantial experience of working with people in a care setting,

• Ensure staff delivering support have the right training, experience and skills to deliver what is required using <i>Bookwhen</i> as required. • Plan the weekly/monthly supports within budget using the appropriate staff systems, staff rota's, timetables and referral allocation. Including <i>Webrosta</i> as required.		including risk assessment and provision of support to those with learning disabilities.
2. Communicating effectively • Role model and communicate effectively and sensitively with customers using their preferred communication style. • Liaise and communicate effectively with families, paid carers and others through email, letter, telephone and in person as required. • Liaise with partner organizations through meetings, events and networking i.e. social work teams, advocacy, police, safeguarding, health and housing services. • Ensure effective feedback systems are in place and implemented, surveys, feedback forms, outcome forms, provider reviews, comments, complaints.	- Feedback from customers, staff and others - Personal effectiveness - Effective and inclusive services - Total Communication Standards	Awareness of relevant human resource, health and safety and social care legislation. Practical experience of diversity, advocacy, Person centred approaches, confidentiality and their application in this

3. Team management and organisation • Provide overall supervisory support to teams, including responsibility individual supervision and performance management. • Delegated responsibility for providing information when required to statutory organisations and other partners. • Take lead responsibility for tasks specific to the service (e.g. booking systems; daily timetables, staff rota's, petty cash, communication with customers & their families / supporters/initial home visits and assessments). - Responding to emergency requests - Providing advice and guidance to staff - Acting as a signatory - Undertaking financial responsibilities for, ordering of goods & services, processing invoices, etc. - When required prepare information for recording and providing information as required by other organisations e.g. CQC - Contribute to the development and implementation of local protocols • Take lead responsibility for service reviews and be the first point of contact to customers, family carers, partner organisations etc. • Provide operational leadership to the service and support workers in assisting people to: maximise their independence and potential, increase their capacity to have control over their lives, progress by increasing their knowledge and experience, learn and maintain new skills. • Take day to day responsibility for organising and planning duties, daily timetables and activities • Seek advice and guidance as required and escalate issues as appropriate. • Report and record data as required for Board, Head office, L&D, HR, Finance, Health & Safety, Contract and Business Development requirements etc. in a timely and effective way rectifying all mistakes promptly.	- Tasks completed to time and requirements - Feedback from staff and managers - Service delivery performance indicators - Develop and maintain a positive LL reputation and image locally - Services and supports delivered within budget - Motivated staff team	setting. Competent in Total Communication and PBS
---	---	--

4. Health, safety and wellbeing		How you act
• Ensure Health and Safety practices are followed in line with company policy (e.g. fire drills, first aid box checks, medication checks, COSHH checks etc.) • Where required take on roles to support health, safety, wellbeing and risk assessments for the services and supports on offer. • Ensure staff administer medication or customer self-administration in line with Company policy. Identify assistive technology to enable self-medication where possible. • Ensure building security, environmental standards, reporting any required repairs or hazards to the appropriate body. • Ensure correct incident and accident procedures are followed e.g. recording the incident, informing the appropriate people and following up. This include a staff debrief and any follow up action or training required. • Complete and review annual fire risk assessments and Health and safety audits. • Participate in CQC inspections and undertake other quality assurance audits i.e. Quality Audit • Ensure safe lone working through robust risk assessments • Ensure all MH risk assessments are completed and reviewed annually. • Ensure all staff are aware and follow the full safeguarding procedure including whistle blowing.	- Number of near misses - Risk assessments in place - Monitoring of customer wellbeing - Quality Audit feedback - FRA & H&S audits action and follow up - CQC Reports - Motivated staff team	Person Centred - You adopt a Person-Centred approach that promotes inclusion, rights, independence and choice. Partnership worker - You are aware of the key relationships and know how to access them. Dignity and Respect – you adhere to principles of dignity and respect always Shows initiative – you manage resources effectively constantly looking for ways to improve how the service

5. Team working and Leadership • Participate as a member of the Leading Lives team, supporting colleagues and working collaboratively to develop the service. • Chair, minute and contribute to team meetings at all levels. • Work flexibly within the locality across all services as required to support new projects, coaching, inducting or buddying colleagues • Contribute to the development of services, involving all stakeholders i.e. customers and their families and staff teams in this process. • Undertake mandatory and essential training when required. • Work in line and enforce Company policies and procedures at all times. • When required provide 'sleep-in' or waking night cover in accordance with the needs of the locality. • Take ownership for own personal development. • Plan and arrange effective development days and appropriate learning and development for team members to include evaluations and feedback. • Involve and engage the staff team in the service and business plans through presentations, discussions and workshops. • Line manage a team of staff within a defined locality including the full range of people management activities such as: workforce planning, recruitment and selection, induction, supervision, performance management, absence management, training and development etc. • Develop, motivate and grow individuals in the team through creating new experiences and opportunities i.e. Career pathway scheme • Address promptly all poor conduct and capability to include full investigations and presenting at hearings, as required. • Participate in an on-call duty system	- Feedback from team members/ line manager - Feedback from customers/Families - Service improvements - Contribution to service and team - Team Performance - Business plans/Actions Plans - Outcomes delivered - Team spirit, engagement and collaboration	is delivered. Team Worker - You advise and guide others to ensure that results are delivered. Willing to learn – you act as a role model to others by acquiring learning and applying it in the workplace. Flexible attitude – you are prepared to work flexibly to deliver the service.
Agreed by Job Holder..... Date.....		
Agreed by ManagerDate.....	Review due by.....	