

Job Description - Team Leader

Reports to: Registered Manager

Work Location: Within any of our registered services as directed by the Registered Manager

Job summary

Act as shift lead and lead the home whilst on shift in the absence of the Deputy Care Manager. Ensure that children and young people have their needs met and the home meets the standards set in the Statement of Purpose. Assist in establishing and maintaining a competent, motivated and confident staffing team and to offer leadership, supervisory direction, guidance and support to staff as required. Monitor the home's equipment, appliances, and grounds and ensure they are effectively maintained in accordance with Health and Safety requirements. Actively support the team and strive to achieve the best outcomes for the children and young people.

Key Responsibilities - Children and Young People

- Ensure that the plan for each child and young person reflects his/her care, education, social, emotional, cultural, therapeutic and health needs, and is consistently followed by the staffing team
- Ensure that the placement plan is regularly reviewed
- Oversee Key Workers for each young person with the principal responsibility of implementing the childcare plan
- Establish and monitor high quality standards of care in line with the Quality Standards for Children's Homes 2015 Regulation and Inspection of Social Care (Wales) Act 2016 and the home's Statement of Purpose.
- Develop quality assurance measures to ensure these standards are maintained
- Maintain monitoring systems in which the young people are consulted about the quality of care they receive
- Work in partnership with parents, carers and other professional to safeguard and promote the welfare of young people
- Attend and contribute to child care planning and review meetings as appropriate
- Adhere to your duty of care and ensure safeguarding/ child protection concerns are reported to your line manager and responded to accordingly.
- Promote consultation with young people and implement effective staff routines in relation to all aspects of child care.

Key Responsibilities - Leadership and Management

- Ensure that the team maintain the home in a clean and orderly condition at all times
- Conduct and co-ordinate proper and effective handovers between shifts
- Ensure effective use of recording systems and ensure that they are maintained to comply with the Quality Standards for Children's Homes 2015
- Attend to administration, as required, in relation to the smooth running of the shift
- Assist the Deputy Care Manager and Registered Manager in developing a management style which balances the need to manage the home effectively and give direction with the need to offer staff the opportunity to contribute to decision making
- Assist the Deputy Care Manager and Registered Manager in ensuring that all new staff receive a proper induction to the home in line with Crystal Care Solutions' policies
- Ensure that each member of staff is given the opportunity to contribute to their personal develop plan
- Conduct supervisions of the team to ensure each member of staff receives supervision in line with the Quality Standards for Children's Homes 2015/ Regulation and Inspection of Social Care (Wales) Act 2016 and Crystal Care Solutions' policies
- Report and assist the Deputy Care Manager and Registered Manager in addressing issues relating to conduct,

competence or capability of staff members including completion of Fact Finds.

- Upskilling and mentoring new starters to complete their role competently.
- Manage staff sickness in line, completion of return to works, risk assessments and absence triggers.
- Attend staff and team meetings, facilitate communication and provide opportunities for consultation and staff development
- Report, and assist the Deputy Care Manager and Registered Manager, in resolving any instances of staff motivation and morale.
- Promote personal development through the appropriate and fair delegation of tasks and responsibilities to team members
- Support the Deputy Care Manager and the Registered Manager in ensuring that staffing levels, skills and competence meet the needs of the home and the young persons in placement
- Contribute to ensuring that budgets are managed effectively and the use of all finances are properly monitored
- Monitor the home's decor and fabrics of the building, report in a timely manner to the Deputy Care Manager and take remedial action where necessary, or as instructed by the Deputy Care Manager or Registered Manager

General

- Demonstrate an ongoing commitment to continuous professional development.
- Attend all mandatory training events in accordance with regulatory requirements and Company policy
- Understanding policies and procedures, remaining up to date
- Work in accordance with your job description/contract of employment and any policies and guidelines of Crystal Care Solutions
- Maintain a professional profile outside of work and not engage in any activity or conversation that may bring the company into disrepute
- Keep up to date with the latest (developments/research/practice) in respect of the post holders area of work
- Improve post holders own performance of the role on a year on year basis, including participation in any performance appraisal system.
- Produce and agree a personal development plan
- Attend and contribute towards team meetings.
- Sharing and storing information appropriately in-line with confidentiality and the General Data Protection Regulation and Data Protection Act.
- Undertake other duties appropriate to the post and the needs of the organisation in order to develop and maintain quality service

Key Competencies

- Ability to maintain and develop positive relationships with children, professionals and colleagues
- Resilience, motivation and ability to adapt to challenging situations – essential
- Remain inclusive to all children and young people and be committed to upholding and protecting the rights of individuals
- Confident in using Microsoft Office including outlook, word, excel or willing to learn
- Ability to act as a positive role model demonstrating honesty and integrity
- Excellent written and verbal communication
- Ability to work shifts including weekend and sleep ins
- Flexibility around work location and start/finish times to ensure the contingencies of the service are covered.
- Ability to work under pressure

Qualifications and Compliance

Key

- Hold a full UK Driving Licence and carry out driving duties to meet needs of the children and young people
- Enhanced DBS Certificate with child and adult barred list check
- Level 3 in Residential Childcare, or equivalent, or commitment to complete this within 2 years of working in the Residential Childcare sector
- Must maintain own vehicle in clean, roadworthy condition with current tax and MOT certificate and ensure business insurance is in place to ensure the safe transporting of children and young people.