



JOB DESCRIPTION

JOB TITLE:	Team Leader
JOB GRADE / LEVEL	Supervisory
ACCOUNTABLE TO:	Locality Manager
SALARY RANGE	24,000k – 25,500k
RESPONSIBLE FOR	<p>Support the day-to-day operational management, delivery and development of Together and Youth Connex Services, ensuring high quality care and support to achieve desired outcomes for individuals.</p> <p>To work as part of a team that provides innovative services in a caring and safe environment to children, young people, and adults with a range of abilities and needs including individuals with learning disabilities, autism and or mental health diagnosis.</p> <p>Provide supervision, guidance and oversight of the team, including Support Workers, students and volunteers.</p> <p>Conduct client needs assessments and reviews to enable quality care inputs and outcomes</p>
LIMITS OF AUTHORITY	To work within the agreed frameworks of Community Connex, including policies and procedures, budgets and legislation.
HOURS OF WORK:	35

Core Values	<p>Work in accordance with Community Connex's Core Values:</p> <ul style="list-style-type: none"> • Inclusive – Everyone should be valued equally, listened to, and included. • Listen and involve people to make choices about how they live their lives.
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	<ul style="list-style-type: none"> • Creative – We try new and innovative ways to work with and support people to have fulfilled lives. • Person Centred – Peoples’ experiences should be at the heart of all we do. • Actively engage with clients, families, other citizens and communities to create more opportunities. • Challenge and inspire each other every day and not be afraid to support people to achieve their dreams. • Learn and grow – We support and develop staff and volunteers to make a real difference to people’s lives. • Tackle inequalities by campaigning to ensure rights are upheld and services are of the highest quality – locally and nationally.
<p>Safeguarding & Health & Safety</p>	<ul style="list-style-type: none"> • Pro-active approach to safeguarding and working in accordance with Community Connex’s Safeguarding Procedures • Awareness of Health & Safety Requirements and working in accordance with Community Connex’s Health & Safety Procedures.

Summary of Role

Day-to-day responsibilities

- To lead & supervise a team of staff in provision of high quality care and support services that meet clients physical, social, emotional, and recreational needs and individual goals
- To provide professional care and support to vulnerable people in a manner that can bring fun, choice, change, empowerment and support their independence and help people achieve the things that they want to in their lives.
- Liaising and cooperating with the Locality Manager to ensure activities and schedules run smoothly and meet the needs of the clients.
- Robust planning to create a sustainable approach to supporting people to have greater choice and control over their day, to access mainstream community-based activities, to progress towards greater independence, volunteering and employment opportunities for those who aspire to this.
- Support people to participate in the community by accessing local facilities and wider community resources and promote social inclusion.
- To work in a flexible way within services ensuring that you are available at weekends, evenings and during the day and be a part of a rota.
- Co-ordinate plan and facilitate meaningful activities and experiences that enable clients to build on their individual strengths and social networks, develop resilience and life skills and support people to find friendship groups and get involved in activities to maintain health and wellbeing.
- Assist the Locality Manager to ensure clients and families are involved in planning activities and gaining regular feedback to inform improvements
- To participate in regular review meetings to ensure that the people we support have regular assessment of their needs, that their care and support plans and health care action plans are up to date and accurate and that they have regular reviews with social workers, family members, and key workers, always promoting their

independence, choice, inclusion and control.

- To ensure all aspects of personal care are provided to clients in line with their care plan using a person-centred approach, encouraging & promoting service users to reach their maximum level of independence, wherever possible undertaking these tasks for themselves.
- To supervise, guide and coach staff in their working practice.
- To promote company initiatives & manage delivery within the service provision, ensuring that all staff are working to company policies & procedures, and to take appropriate action to ensure that standards are reached and maintained.
- Take responsibility for the presentation and appearance of the physical environment and the maintenance of its equipment & facilities consistent with the requirements of the company, and report any maintenance requirements to the Locality Manager.
- To assist the Locality Manager with the day-to-day management of the staff team, to include recruitment, disciplinary, performance management, absence monitoring attendance & time keeping issues relating to operational staff and bring any concerns to the manager's attention.
- To ensure all staff and volunteers are aware of relevant policies and procedures especially with regards to safeguarding, health and safety.
- To build, maintain & promote good relationships with clients and their relatives, displaying good communication & listening skills, to ensure they are provided with an effective communication network.
- To observe & promote service user choice, independence, dignity, privacy, fulfilment & other rights.
- To create & promote a warm, friendly and inclusive atmosphere within the service, which allows & encourages clients to develop and participate in the running of the service to their fullest potential.

Administration Tasks

- To undertake projects to improve service provision as and when required.
- Ensure records are maintained and updated as required to enhance the quality of services in relation to maintaining the well-being, dignity, quality of life of clients
- Maintaining up to date record keeping including staff and client records.
- To support the Locality Manager with running & administering company policy and procedures in relation to recruitment and training to ensure the centre has an effective & competent staff team with enough and complimentary skills to meet client needs.

Health & Safety

- To ensure the health & safety regulations are always adhered to.
- To identify & manage identified risks within the service, such as the condition and hygiene of the premises, the security of the centre, notifying the Locality Manager immediately.
- To be aware of emergency procedures, reporting hazards to the Locality Manager and responding to emergencies as appropriate. In the event of any emergency, take all necessary action to preserve the security and safety of the clients & staff in accordance with procedures.
- To use manual handling techniques & equipment safely and correctly as per the current company policy & procedures.
- Keep abreast of legislative changes in relation to the service (such as central and local government requirements).

Teamwork

- To work effectively as part of a team, actively supporting other team members, whilst also being self-motivated to

work on own initiative & without direct supervision.

- Support the Locality Manager in meeting the Company's policies, procedures and legal obligations. Additionally, ensure that you are always up to date with company issues and performance targets and undertake company projects as & when required.
- To be able to work under pressure.
- To participate in appropriate training and be committed to ongoing personal & professional development.
- To act as a role model to the team.
- To attend and actively contribute to staff meetings
- To promptly report any information, issues or concerns regarding the care, support, wellbeing or behaviour of clients and also staff members to the Locality Manager
- To continuously review your practices to develop new skills and knowledge through continuous professional development & training, to maintain a sound working knowledge of current care/standards that contributes to the enhancement of client care skills.

Other

- Understand & apply the principles of confidentiality at all times.
- Ensure that client confidentiality & dignity is maintained at all times, ensuring information is not shared or divulged with anyone not authorized to receive it.
- Ensure the service provision is anti-discriminatory and culturally sensitive responding to individual needs, with regard to race, religion, culture, language, gender, sexual orientation, age and disability.
- To actively promote a positive, personal & professional profile, ensuring the good reputation of the organization at all times to external bodies and professionals.
- To work across sites as when required.
- To undertake any other duties as and when required.

<p>Core Competencies</p>	<p>Planning and organisation</p> <ul style="list-style-type: none"> • Able to effectively multi-task to achieve outcomes within deadlines set whilst still maintaining quality standards. • Able to work in an unsupervised manner being focused on deadlines and priorities. • Uses systems and processes to maintain organisation of self and the function so that information is easily retrieved by self and others. • Provides progress reports, updates and other written communication where required and does so in a timely manner against pre-agreed deadlines. <p>Effective communication</p> <ul style="list-style-type: none"> • Able to confidently respond to internal teams as well as external clients. • Open, honest and transparent with your line manager to drive team work, collaborative focus and assist with the management of the role. <p>Client interaction</p> <ul style="list-style-type: none"> • Is a visible role model internally for staff and externally as a representation of Community Connex. • Broad awareness of the needs and rights of people requiring or in receipt of health, social care and community services and the role of Community Connex. <p>Systems and processes</p> <ul style="list-style-type: none"> • Good understanding of systems and processes. <p>Teamwork</p> <ul style="list-style-type: none"> • Is clear about the Company's objectives and values and always focuses on those as the benchmark for priorities and delivery. • Can work as part of a small team to achieve shared goals. <p>Compliance</p> <ul style="list-style-type: none"> • Understands basic compliance in health and social care organisations. • Is clear about company policies and processes, how

	<p>they should be executed and how to deal with non-compliance.</p> <p>Professional competence</p> <ul style="list-style-type: none"> • Able to identify when matters should be escalated. • Has professional/academic background to support delivery in role.
<p>Essential Experience Knowledge</p>	<p>Work-based experience</p> <ul style="list-style-type: none"> • Experience of supporting adults / children with autism, complex behaviour and mental health issues, behaviours that challenge, learning disabilities and profound learning disabilities. • A commitment to person-centred planning and an ability to support service users with their individual needs, support plans. • A patient, understanding approach and strong leadership skills. • Excellent communication skills (written & oral) and an ability to communicate professionally with a wide range of professionals, people needing support and family members. • Understanding of safeguarding adults and children • Understanding of the regulations and legislation within the care profession. • Understanding of CQC, national minimum standards and key care principles. • Understanding of the needs and rights of people with a learning disability and the role of Community Connex and how to represent yourself and the organisation to clients, families and the outside world. <p>Environment</p> <ul style="list-style-type: none"> • Experience of working in a similar sized Company with a very 'hands on' approach where you were required to self-manage and work under your own initiative. <p>IT & Systems</p> <ul style="list-style-type: none"> • Good understanding and experience in MS Office tools/systems.

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| | <ul style="list-style-type: none">• Report Writing – ability to communicate with clients and families and provide written reports. |
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This job description is subject to regular review.