

Role Title: Team Leader		
Role Purpose: 1. To act as a link between support staff and management 2. To be the first point of contact for employees 3. To undertake specific processes and supervisory responsibilities within the service		
Accountabilities	Measures of success	What you need to Know
1. Demonstrating Personal Qualities Developing self awareness, managing yourself, continuing professional development, acting with integrity Act as a role model, develop and embed positive culture, with open, reassuring, positive and constructive feedback within the team Become a care ambassador and promote care as a career choice Act as a quality ambassador within the service to help drive culture change Promote dignity in care and support across the team Work flexibly alongside Support Workers, role modelling best practice behaviour and support with on the job training Work in line with Company policies and procedures. Undertake mandatory and essential training when required. Take ownership for own personal development.	Personal effectiveness Tasks completed to time and requirements	RQF Level 3 Award in Care or similar, with ability to work towards achieving RQF 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 Substantial experience of working with people in a social care setting, including risk assessment and provision of support to those with learning disabilities. Awareness of relevant human resource, health and safety and social care legislation. Practical experience of diversity, advocacy, person centred approaches, confidentiality and
2. Working with others Developing networks, building and maintaining relationships, encouraging contribution, working with teams Lead and support team members (including apprentices, work experience and volunteers) to perform role safely and to best of their ability Support Business Support to fill gaps in rota, backfill shifts Work shifts as part of the Staff Rota, be available out of hours to provide advice and support as required. Coach team to be able to complete Keyworker duties including administrative tasks as well as personal tasks	Feedback from staff team	

Develop relationships with the community and facilitate these with customers who are supported in the community Provide keyworker support to identified customers Coach and mentor colleagues with new sessions, activities, approaches to care and support Be the main contact for new customers and family carers, support their induction and develop relationships with key contacts to ensure needs are understood and met before Liaise with all stakeholders (families, paid carers, partner organisations, local authorities, advocates and professionals) to ensure individuals receive service required Support Support Workers in meetings with other professionals and role model best practice in engaging and advocating	Develop and maintain a positive LL reputation and image locally Customer feedback Family / carer feedback	their application in this setting. Competent in Total Communication and PBS IT literate A team player who is approachable, dedicated and hardworking and role models positive behaviour
How you act		
3. Managing Services Planning, managing resources, people and performance Develop care plans that outline care and support individual service user needs Participate/lead team meetings Complete inductions, supervisions, RTW for the team Support and provide information to the Service Manager for staff appraisals Report and discuss team conduct, development needs, performance etc with service manager and Implement team and individual strategies Support Service Manager to manage the workplace in line with standards and legislation Be the first point of contact for day to day operational queries Ensure and underpin the learning, understanding and implementation of the service offer with all new & existing staff in its delivery Arrange visits, tours and initial assessments for all new referrals Support team to implement compliant service provision and ensure that H & S practices are followed Where required take on roles to lead on health, safety and wellbeing e.g. Moving and handling risk assessor, Mental Health First aider, fire warden	Motivated staff team Effective role modelling of practice to staff Good staff performance Team spirit, engagement and collaboration Practical sign off following theory training sessions delivered by trainers to include e.g M and H, Epilepsy and medication.	You think ahead, adapt, flex and focus to remain a front-runner. You value relationships and collective strength so that you can make a difference. You grow yourself , to grow others Person Centred - You display a Person Centred approach that promotes inclusion, rights, Dignity and Respect – you adhere to principles of dignity Shows initiative – you come up with ways of improving how we do things Team Worker - You work with others to deliver results and provide support.

Work closely with L and D to evaluate training needs and follow up actions after training events, and ensure that skills and knowledge are implemented in the workplace. Administer medication or supervise self-administration in line with Company policy.	Monitor completion of quizzes following training, liaising with L and D as appropriate	Flexible attitude – you are prepared to work flexibly to deliver the service.
4. Improving Services Ensuring the safety of people who use the service, critically evaluating, encouraging improvement and innovation, facilitating transformation Create and develop new opportunities in service and community for people to access Investigate low level concerns and complaints, carry out fact-finding Check colleagues' competency records take the lead on medication induction and observations. Contribute to building security, reporting any required repairs or hazards responsible for locking and unlocking, liaising with property advisors as required.	Effectiveness of support and service delivery Identifying areas of good and poor practice and celebrating success or resolving poor practice Risk assessments in place	
5. Setting direction Identifying the contexts for change, applying knowledge and evidence, making decisions, evaluating impact		
6. Creating the Vision Developing the vision for the organisation, influencing the vision of the wider social care system, communicating and embodying the vision.		
7. Delivering the strategy Framing, developing, implementing and embedding the strategy		

*** Duties when working on shift as a Team Leader**

- *Work alongside new recruits throughout their probation period even ensuring they are doing the care and support as we would want
- *Carry out audits on finances/medication (where applicable)
- *Give feedback on daily notes and where appropriate the cleanliness and hygiene aspects that the staff are maintaining
- *Seek feedback from the customer about the support staff
- *Work alongside more experienced staff less frequently but when they do encourage and

develop them to be mentors of the future so that we have a strengthened career

* Manage the extent of weekend and bank holiday working ewithin the rota, as salary of the Team Leader takes into account occasional working at wekekends and bank holidays