Team Leader – Role Profile

Ensuring quality and safe service delivery for the people we support whilst being responsible for managing day to day activities of a team

WHAT I AM ACCOUNTABLE FOR:

Leadership:
- Providing visible leadership to my team providing a positive, supportive environment for my team to thrive.

People Management:
- Direct line management of a team of front line practitioners;
- Management of all HR related processes in line with HR policies.

Financial Accountabilities:
- Ensuring expenses incurred are in line with organisational policy;

Performance Management:
- Ensuring high quality performance of staff within my team and achievement of key performance indicators.

Operational/Service Management:
- Day-to-day operational oversight of the team that I lead;
- Ensuring my team delivers interventions/services in line with commissioner expectations and to meet needs of the People we Support;
- Management of any incidents that occur in my team and ensuring learning is shared;
- Resolving concerns raised by People we Support and partner agencies;
- Ensuring all steps are taken to ensure the health and safety of staff within my team and People we Support;
- Oversight of safeguarding activity to ensure people we support and children/vulnerable adults are safeguarded;

Partnerships:
- Developing effective partnerships across Turning Point and with key local organisations to enhance service delivery;
- Representing Turning Point at internal and external meetings.

HOW I OPERATE:

Values Led Leadership

I lead a team:
- I create an inclusive and positive environment to enable my team to thrive;
- I support and coach my team to support their development;
- I provide constructive and balanced feedback, confidently challenging where appropriate;
- I am an advocate for change and support my teams through change;
- I listen to and support my team and am person centred in my approach to colleagues and people we support;
- I support my team to deliver positive outcomes, creating space for new ideas and thinking;

WHAT I NEED:

Skills\Knowledge

Essential:
- Demonstratable leadership skills and flexible and adaptable leadership style;
- In depth understanding and ability to operationally and performance manage the functions of the team I lead;
- Excellent communication skills (verbal/written). Ability to adapt to respond to staff, commissioners/partners and people we support;
- Strong organisational, time management and prioritisation skills;
- Ability to remain calm and resilient in high pressure environments;

Desirable:
- Previous experience managing similar service/team or desire to develop these skills

GREEN

Team Leader
Role Expectations

PEOPLE:

- Effective communication to individuals in my team, the wider organisation and partner agencies;
- Organising and chairing team meetings and any other meetings relevant to my team/service (e.g. flash meetings partnership meetings, multi-disciplinary team meetings, complex case meetings, safeguarding meetings);
- Undertaking supervision with direct reports every 4-6 weeks to provide support, development and accountability;
- Engaging team members in Ongoing Personal Review (OPR) process, setting personal objectives to be reviewed throughout the OPR cycle;
- Supporting the personal development of team members including induction planning, probation review management, ensuring mandatory/role based training compliance and developing individual personal development plans;
- Coaching of team members to support their development;
- Conducting HR processes as required and chairing formal/informal meetings relevant to grade within and outside team (e.g. grievance, disciplinary, performance improvement);
- Identifying good practice and feeding back to staff within team;
- Addressing poor performance with individuals within team and identifying steps to improve performance;
- Updating People Point relating to any absences and authorisation of annual leave and other people transactions;
- Approval of staff expenses and variable pay claims in line with organisational policy;
- Developing rotas/working patterns to ensure safe staffing levels;
- Responding to concerns and complaints from people we support and partner agencies in line with the customer feedback policy;
- Conducting complaint investigations at initial level

PROCESS:

- Scheduling and timetabling of interventions within my team;
- Overseeing allocation of workload within my team;
- Organising and leading incident de-briefs;
- Ensuring incidents are recorded on Datix; providing updates to Managers as required;
- Support the process for investigations into deaths and other serious untoward incidents;
- Authoring 72 hour reports, 60 day reports.
- Ensuring team Service Safety Management System is kept up to date, completing/delegating health and safety checks;
- Support the process for writing Business Continuity Plans and conducting tests/walk throughs;
- Ensuring all activities with service users is documented with high quality case notes;
- Undertaking audit activities relating to individual case notes and service audits as required by the service audit calendar;