

JOB DESCRIPTION

Job title	Team Manager
Department	Learning Disabilities
Reports to	Supported Living Manager/Residential Care Manager
Grade	Grade 4

Job purpose	To support the delivery of high quality person-centred services in line with the LD Business Plan, across one or more Services. To ensure line management and development of a team of Support Workers, ensuring that all supervision, mandatory training, financial management reviews, IQUAT and incident reporting are satisfactorily completed. To support the SLM to meet the statutory requirements of the service specification, ensure the Support Worker team is appropriately trained and competent to deliver support and report any variance immediately.
Key accountabilities	<p>Quality</p> <p>To maintain quality standards by:-</p> <ul style="list-style-type: none"> ▪ Monitoring own performance to ensure it meets expectations and agreed performance criteria ▪ Management supervision of a team of Support Workers in one Service or in a locality setting, including ensuing appropriate staffing levels, agency use, recruitment and team performance to ensure it meets expectations and standards set in Work Instructions (as a minimum) and Job Description ▪ Ensuring appropriate levels of Support Worker Supervisions are carried out in line with TP policy ▪ Reporting instances of less than satisfactory team performance to the Line Manager, undertaking investigations as appropriate ▪ Undertake spot checks as appropriate ▪ Participating and utilising management information and data collection systems as appropriate ▪ Ensuring all services are delivered within CQC standards as appropriate ▪ Contributing to continuously improving the service
	<p>Development</p> <p>To continuously review own and Support Worker performance and development needs to assist growth and development by:-</p> <ul style="list-style-type: none"> ▪ Participating in open two-way dialogue during Performance Management meetings agreeing tasks and development objectives and reviewing these and overall performance against the competency framework. ▪ Participating in training and other development opportunities as agreed within the Performance Management process. ▪ Performance management of the Support Worker team, in line with job descriptions, Work Instructions and TP Policy
	<p>Health & Safety and Risk Management</p> <p>To ensure a safe working environment for self and colleagues by:-</p> <ul style="list-style-type: none"> ▪ Ensuring excellent standards of housekeeping are maintained, including liaison with landlords/accommodation and facilities providers ▪ Ensuring risk assessments are satisfactorily completed by self and team ▪ Ensuring Datix and safeguarding referrals are made/escalated as appropriate and actioned ▪ Taking personal responsibility for own and team safety e.g. reporting concerns, ensuring appropriate vaccinations and eye tests etc. are obtained?? ▪ Complying with all H&S policies and procedures including serious untoward incidents and accident reporting,

	<p>Compliance</p> <p>To ensure compliance with internal and external standards and codes of conduct for self and team by-</p> <ul style="list-style-type: none"> ▪ Meeting all regulatory requirements ▪ Complying with Turning Point's Code of Conduct, policies and procedures
	<p>Miscellaneous</p> <p>To undertake any other duties relevant to the job and reasonably requested by your manager.</p>
Service Specific Key Accountabilities	<p>To assist the Supported Living/Residential/Domiciliary Care Manager in the implementation, development and delivery of the service by:-</p> <ul style="list-style-type: none"> ▪ Deputising for the Manager if required ▪ Assisting in the development and implementation of Service record keeping, procedures and policies ▪ Attending relevant internal and external meetings as requested including multi-agency meetings and Statutory Sector Services. ▪ Ensuring that all joint working Policies and Procedures are adhered to where the Service is run on a partnership basis ▪ Liaison with external stakeholders on individuals' support (GP, Community Nurse, Families)
Service Development	<p>To work collaboratively to develop the service by:-</p> <ul style="list-style-type: none"> ▪ Developing and co-ordinating professional links with other statutory and voluntary service providers, ensuring a corporate approach is adopted. ▪ Assisting in establishing formal communication / support / education structures for statutory and voluntary service providers throughout the Local area. ▪ Ensuring the service and the wider organisation of Turning Point is represented in a professional manner at all times. ▪ Proactively contributing to continuously improving the service by making positive suggestions, providing constructive feedback and assisting in the implementation of agreed new ways of working. ▪ Ensuring day to day delivery of service provision embeds and extends Turning Point's person centred approach. ▪ Meeting agreed performance targets and outcomes for self and team ▪ Support and develop Family Forums and People's Parliament

Dimensions	Direct reports	Support Workers
	Total staff overseen	TBC
	Internal contacts	Support Workers, Management team, Central Services and Advisors
	External contacts	Regulatory bodies, Social and Community Services, Safeguarding etc.
	Planning horizon	TBC
	Problems solved	TBC
	Financial authority	Monthly financial management reviews

PERSON SPECIFICATION

Technical / Professional Skills, Expertise and Qualifications

- Proven verbal and written communication skills with the ability to tailor the message to the audience
- Collaborative team working skills
- Experience in supervising/managing a team (LD desirable)
- Adaptable and able to work in a challenging and changeable environment

- Experience of managing Financial and management reviews

Additional Service Performance & Service user Sector Specific Requirements (Essential only)*Technical / Professional Skills, Expertise and Qualifications*

- Proven track record of working within the Learning Disability sector
- Demonstrable education and/or training in the Learning Disability sector
- Working knowledge and understanding of issues relating to Learning Disabilities and a commitment to working in a person centred way
- Working knowledge and understanding of current legislation, such as Valuing People and Person Centred Approaches
- Awareness and understanding of the Protection of Vulnerable Adults guidelines
- Working knowledge and understanding of de-escalation techniques
- Able to deliver a range of services/treatments/interventions in a person centred, non-judgemental manner.
- Able to demonstrate flexibility and creativity when developing support packages
- Experience in managing a caseload of service users with complex needs
- Proven track record in managing incidents of verbal and violent aggression
- Vocational qualification e.g. NVQ 3 or equivalent or willingness to work towards
- Able to demonstrate a good knowledge and value base in a relevant service specialism