

JOB DESCRIPTION

Job title	Team Leader
Department	Learning Disabilities
Reports to	Home/Day Service /Supported Living Manager
Grade	Grade 3

Job purpose	To assist in delivering TP's Learning Disabilities strategy which reflects our person centred values and the high levels of ambition we have both for the individuals for whom we provide support and our own staff, by leading, developing and co-ordinating a small team of Support Workers to ensure the delivery of high quality, innovative, cost effective support services.
Key accountabilities	Ensure you and your team plan excellent person-centred support for the individuals for whom we provide support in accordance with the Learning Disabilities strategy, by; ✚ Ensuring all team members complete support plans for and with individuals that are comprehensive, person-centred and individualised based on a clear assessment of that individual's needs and circumstances. ✚ Ensuring individuals and their family/advocates are instrumental in the planning and development of their support. ✚ Ensuring the completion of accurate, person-centred and individualised risk assessments. ✚ Ensure the team work with the individuals in accordance to the support plans at all times Ensure you and your team deliver excellent person-centred support to individuals in accordance with agreed support plans by;- ✚ Providing person-centred care that reflects the rights, preferences and choices of individuals in an environment that is safe, healthy and maintains the individual's dignity and well-being. ✚ Supervising the administration of medication in accordance with stated policy and procedure, empowering people to take control of their own medication where ever possible ✚ Providing an environment that is free from abuse or neglect, observing agreed safeguarding practices and the principles of MCA and DoLs. ✚ Ensuring you and your team apply agreed processes for spotting, managing and reporting incidents. ✚ Encouraging your team to promote appropriate and frequent opportunities for individuals to engage with their community. ✚ Ensure each individual has meaningful activities that have been agreed at a time that suits them ✚ Ensuring the team observes Turning Point's quality management processes and acts on or escalates any emerging issues or concerns. ✚ Reviewing and monitoring support provided by your team through ongoing use of LD outcome models (SPOT) Contribute to the achievement of the Service plan by prioritising, planning and organising own workload and supporting other team members to ensure that agreed productivity and quality objectives are met. Contribute to effective financial management in own team by ensuring you and your team members;-

	✚ Ensuring rota'd hours are being fulfilled in line with the contract ✚ Carry out day to day activities and making workplace decisions that reflect an understanding of costs. ✚ Observe Turning Point's policies and procedures relating to the management of service user's money. Empowering people to take control of their own finances where ever possible.
	Ensure all empowerment workers fulfil their potential by: ✚ Modelling the practise and behaviours you would expect team members to display on a daily basis showing the way forward with the vision and values of Turning Point ✚ Giving regular constructive 1 to 1 supervisions using agreed paper work and process ✚ Ensuring team members are valued and listened to on a daily basis and have a voice in Turning Point. ✚ Ensuring your line manager is briefed around staff supervisions and morale of staff
	Contribute to LD's growth and business development plans by ensuring all team members are advocates for Turning Point to clients, their families and other external contacts and partners by delivering on commitments and presenting TP in a positive image.
	Ensure you and your team observe Turning Point's knowledge management strategy by:- ✚ Ensuring all data and information relating to own service user is accurate and shared in the appropriate way with key stakeholders. ✚ Ensuring team members input outcomes data and other information into corporate systems in accordance with stated policies and procedures. ✚ Ensure all incidents are recorded in a timely fashion and escalate as per the escalation process
	Ensure you and your team carry out day to day tasks in accordance with stated policies, procedures and regulations to assist the service achieve its compliance obligations as demanded by the Care Quality Commission.
	Ensure the effective and timely flow of information within the team, within the wider Service and with external parties, representing corporate messages constructively and observing TP's internal communication policies and procedures. Always act on your promises
	Ensure the well-being of service users, employees and TP's business interests by raising team issues for inclusion in the Service Risk Register and Business Continuity Plan and taking appropriate risk mitigation action.
	Ensure you and your team delivers high levels of performance through its people in a way that realises their potential, by:-

	- Delivering on your own role performance commitments and seek to maximise own learning and potential, by seeking guidance, support, coaching and training and capitalising on the range of development opportunities provided by Turning Point in accordance with your Skill Profile. - Ensure all your mandatory training is up to date including e learning. - Providing effective induction, coaching, development, leadership, motivation and performance management of your direct reports.
	Help the service to optimise its performance and long term sustainability by contributing to plans the wider plans for Turning Point as and when appropriate.
	Project the desired image of Turning Point by;- - Working with your Manager and other stakeholders to promote the understanding of TP's values and their application to Learning Disabilities. - Being a role model of the values through own example while ensuring they are demonstrated by the staff in your team.
	Undertake any other duties within your capabilities that are relevant to the job and reasonably requested of you by your manager.

Dimensions	Direct reports	
	Total staff overseen	
	Internal contacts	
	External contacts	
	Planning horizon	
	Problems solved	
	Financial authority	

PERSON SPECIFICATION

Job title	Team Leader
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Personal effectiveness	Essential	Desirable
	<i>Technical / Professional Skills, Expertise and Qualifications</i> - Proven verbal and written communication skills with the ability to tailor the message to the audience - Collaborative team working skills - Experience in supervising a small team where appropriate to the role - Adaptable and able to work in a challenging and changeable environment	

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Technical effectiveness	Essential	Desirable
	▪ 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 ▪ ▪ Able to demonstrate a good knowledge and value base in a relevant service specialism	

Acquired	Essential	Desirable
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experience & qualifications	▪ Vocational qualification e.g. NVQ 3 or equivalent or willingness to work towards	
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Other requirements	Essential	Desirable