

Team Manager

Job expectations



PEOPLE:

- Line Management and supervision of SSW's ensuring the compliance of support staff 1:1 and probation processes.
- Compliance with the team's absence management processes, leading on with support from SSW's the first level formal absence management meetings
- Support the coaching and mentoring of support workers through the SSW team, identifying any training /competency gaps
- Support the SSW team with recruitment and on boarding of new support workers
- Attend locality manager meeting and feedback to seniors, ensuring the compliance of regular team meetings
- Regular visibility in all homes
- Attending care reviews, MDT meetings and best interest meetings (etc.) alongside Seniors/staff
- Providing annual leave cover for Seniors & each other
- Work with SLM to ensure vacant opportunities are filled and resourced
- Maintain effective involvement and communication strategies with everyone involved in a person we supports life

PROCESS:

- Oversight of the needs of all people supported – ensuring that all necessary support plan paperwork is in place, up to date and person centred
- Monitor compliance of the staff file information held in each home and area office
- Ensure service training and competency compliance
- Oversee rota compliance
- Carry out spot checks / out of hours
- Ensure all safeguarding concerns are reported and managed in line with Local Authority and Turning Point procedures
- Quality Checking – finance, TM audits, Medication audits, Peer Audits, spot checks /Out of Hours
- Overseeing compliance of the PPE app
- Oversight of H&S – ensuring checks, files and policy/procedures are up to date and accurate
- Financial accountability – working within budget
- Assist with the preparation information for commissioners /contract monitoring report

MY JOB:

Team Manager



...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:

- Ensuring the delivery of high quality, safe, individualised services and care for the people we support
- Adhering to; and ensuring Senior Support Workers adhere to compliance and governance for internal and external regulatory frameworks
- Adhering to; and ensuring Senior Support Workers adhere to organisational policies and procedures
- Ensuring that care and support plans meet the needs of the people we support
- Providing excellent management and development of a team of Senior Support Workers to enable the delivery of a high-performance culture
- Proactively managing staffing requirements to meet the needs of the people we support
- Where relevant; managing /working within a budget and ensuring targets are met or exceeded
- Ensuring effective involvement and family/outside agencies communication strategies are in place and maintained

WHAT'S IN IT FOR ME:

- Career pathway and professional development
- Formal qualifications
- Pay progression
- Enhanced benefit package
- Being part of a learning organisation that shapes our vision and values to make a positive difference to peoples lives

HOW I OPERATE:

Values Led Leadership

- Role modelling our Values
- Act as an ambassador for the organisation
- Build and leverage excellent relationships with internal & external stakeholders – working as a team player across the organisation
- Visible and inspiring management style
- Ability to be flexible and adaptable
- Coaching and mentoring teams to deliver excellent quality services and care

WHAT I NEED:

Skills \ Knowledge

- Passion, energy, enthusiasm
- Excellent communication skills
- Understanding of the Health & Social Care sector with specialist knowledge as required
- Keep up to date with regulatory/specialist/external changes and implement best practice as appropriate
- Foster an effective, cross organisational and collaborative way of working
- Knowledge of IT systems