

Job Description and Person Specification

Role: Team Leader



Job Description

Job Title	Team Leader – Social Interventions Collective (SICol)
Grade	5
Service	Internal Provider Services – Axholme Services
Reports to	Unit Head
Location	City Wide
Job Evaluation Code	Y5048D



About Coventry City Council

Who we are: At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

Our aim is simple – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

Our Values: We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:



About the Service your team will provide

Purpose of the role

To coordinate and supervise a quality support and enablement service in the community under the supervision and management of Manager.

To supervise the Support Workers, ensuring the appropriate use of resources to meet the individual needs of people we support within their own home or chosen environment in the community.

Main Duties & Key Accountabilities

Core Knowledge

1. To undertake the tasks required to supervise and coordinate a day to day delivery of support under the management of the Manager.
2. To support the Managers in all aspects of the management of the service including managing Team Meetings, staff supervision, staff appraisals, managing attendance, staff performance and incorporating line management responsibilities for identified Support Workers.
3. Participate in the management and implementation of change to support the development and new initiatives of the service.
4. To contribute towards service development within the service development plan and the aims and objectives of the service.
5. Provide support, advice, and intervention as required to ensure rotas are covered including taking part in out of hour on call duties.
6. Contribute to partnership working in the assessment, goal setting, monitoring, review and evaluation processes relating to people we support.
7. Undertake Key Worker role and responsibilities for identified people we support; keeping the manager fully informed on the progress and changing needs of people we support. Liaise with Case Managers when required to do so.
8. Liaise with other stakeholders including Housing Providers, Community Health and Social Care Professionals to ensure the most appropriate service delivery in the best interests of the persons using the service.
9. To ensure that the City Council's corporate, departmental and local policies, procedures and protocols are adhered to at all times.
10. To have a clear understanding and focus on policies, procedures and protocols that advises on safeguarding and personalisation issues.
11. To ensure that services are provided in accordance with Coventry City Council's Equal Opportunities and Anti-Discriminatory policies and procedures.

12. To ensure high quality services are provided within a person-centred approach, which respond to the individual needs of people we support.
13. To undertake initial visits to new people to the service and complete the required documentation to include risk assessments, with the person in accordance with agreed procedures and the required Commissioning regulations, standards and outcomes.
14. To promote the independence of all people we support and facilitate social and leisure activities that increase or maintain independent living in the community as far as it is possible to do so.
15. To coordinate, plan and work towards a service delivery that is in the best interests of people we support and recognises the human rights of each person.
16. To maximise the choices available to each individual and to actively involve them and their carers/families/advocates in the decision making about all aspects of personal support plan.
17. To ensure that all staff working with people we support have due regard to the Dignity Agenda and that people we support are treated with respect, privacy and dignity.
18. To ensure service plans are implemented and reviewed in line with Commissioning regulations, standards and outcomes and local policies and procedures.
19. To support the Management Team in ensuring that all complaints/comments are responded to in accordance with the organisation's policies, procedures and protocols.
20. Maintain accurate records with regards to all aspects of the service including the use of IT systems.

Monitor the consistency and quality of service delivery to each individual we support through spot checks, supervision, reviews, exit meetings, feedback from stakeholders and the use of the comments/complaints procedures to achieve quality audit requirements.

- Any other duties and responsibilities within the range of the salary grade.

All employees

The post holder must comply with Coventry City Council's health and safety policy and in particular is required: -

- To take reasonable care for their own health and safety at work and of those who may be affected by their actions or by their omissions.
- To cooperate with their line manager and senior management, to work safely, to comply with health and safety instructions and information and undertake appropriate health and safety training as required.
- Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety, and welfare.
- To report to their manager any health and safety concerns, hazardous condition or defect in the health and safety arrangements.

Managers and supervisors

The post holder must comply with Coventry City Council's health and safety policy and in particular is required: -

- To identify hazards, initiate risk assessments, record the significant findings and implement any necessary control measures.
- To check and document that the working environment is safe; equipment, products and materials are used safely; that health and safety procedures are effective and complied with and that any necessary remedial action is taken.
- To inform, instruct, train, supervise and communicate with employees and provide them with equipment, materials and clothing as is necessary to enable them to work safely; to complete the health and safety induction checklist for all new employees at the commencement of their employment.
- To report all accidents, incidents and near miss events, undertake an investigation into the cause and take appropriate remedial action to prevent recurrence.

All employees

The post holder must comply with the Interagency procedures of the Safeguarding Boards and Coventry City Council's policies for safeguarding children and safeguarding adults and in particular is required: -

- To ensure they are aware of the signs that may suggest a child or vulnerable adult is being abused or neglected.
- To report to their manager, or other appropriate manager, any concerns they may have that suggest that a child or vulnerable adult may be being abused or neglected immediately.

Managers and supervisors

The post holders must comply with the Interagency procedures of the Safeguarding Boards and Coventry City Council's policies for safeguarding children and safeguarding adults and in particular is required: -

- To inform, instruct, train, supervise and communicate with employees and provide them copies of appropriate guidance such that all employees are aware of what may constitute abuse or neglect of children or vulnerable adults, are aware of their duty to report such concerns and comply with this duty.
- To report all concerns about potential abuse or neglect of children or vulnerable adults that are brought to their attention to the appropriate officers within the council as described in current policies.

Duties which include the processing or retention of any personal data must be undertaken within the corporate data protection guideline and within the legal framework this applies to

Key relationships

External Coventry and Warwickshire Partnership Trust Voluntary Sector Charitable Organisations Citizens Advice Bureau Law Centre Benefit Agency	Internal Mental Health Teams Crisis Home Treatment Team Housing Social Works teams across adult services The Pod
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Standard information

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Smoke Free

The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

Training

The postholder must attend any training that is identified as mandatory to their role.

Responsible for:

Staff managed by postholder:

Support Workers if required.

Person specification

Job Evaluation Code	Y5048D
Knowledge	
<ul style="list-style-type: none"> An awareness of the Equal Opportunities and Anti-Discriminatory Policies and how to ensure the service provision is sensitive and relevant to each individual service user and each member of staff. 	
<ul style="list-style-type: none"> An awareness of Relevant Legislation, policies and guidance in relation to working with adults with enduring mental illness 	
<ul style="list-style-type: none"> Of the importance of relevant health and safety issues and their application including the implementation of safe practices and the risk assessment process and application 	
<ul style="list-style-type: none"> Of the principles and practice in relation to person centred and outcome-based support planning 	
<ul style="list-style-type: none"> Of the importance of confidentiality and Data Protection 	
<ul style="list-style-type: none"> Of the importance of maintaining dignity, choice, and human rights 	
<ul style="list-style-type: none"> Of Effective communication including IT systems 	
<ul style="list-style-type: none"> Knowledge and understanding of safeguarding procedures and an understanding of what constitutes abuse and neglect with regard to children and vulnerable adults. 	
Skills and Abilities	
<ul style="list-style-type: none"> In working with people we support to identify individual and personalised needs, arranging services to meet individual needs, monitor service provision and review care/support plans to meet changing needs. 	
<ul style="list-style-type: none"> Leadership skills including managing Team Meetings, Staff appraisal, development and staff supervision. 	
<ul style="list-style-type: none"> In organising and managing own workload and the allocation of work to others including the management of rotas and shifts and the allocation of staff to people we support in the most cost effective way. 	
<ul style="list-style-type: none"> In the delivery of a person centred support plan which focuses on promoting independence and enablement. In monitoring and evaluating staff in the delivery of the service. 	
<ul style="list-style-type: none"> In effective communication, verbally, in writing and involving IT where appropriate within the team and with partnership organisations. 	
<ul style="list-style-type: none"> In problem solving/deal with complex care needs in the community and responding to comments and complaints. 	
<ul style="list-style-type: none"> To monitor and evaluate the service against set regulations, standards and outcomes 	
Experience	
<ul style="list-style-type: none"> Previous experience of supporting/working with people in a care/support setting working with people enduring mental illness. Or lived experience 	
<ul style="list-style-type: none"> An awareness/understanding of the principles of promoting independence, enablement and personalisation. 	

<ul style="list-style-type: none"> • Of supervising staff
<ul style="list-style-type: none"> • Of co-ordinating, supervising and providing a person-centred support service in a community setting.
Qualifications
<ul style="list-style-type: none"> • Have or be willing to work towards level 3 qualification in Health and Social Care or equivalent
<ul style="list-style-type: none"> • Willing to undertake mandatory and any other relevant training in keeping with the development of the service.
Special Requirements
<p>This post is exempt from the provisions of the Rehabilitation of Offenders Act 1974. A Criminal Record Disclosure will be required prior to appointment.</p>

Date Created	31-07-2023	Date Reviewed	31-07-2023
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