



Coventry City Council

Job Description

Job Title:	Team Leader	Job Number:	Y5048D
Directorate:	People	Post Number:	
Service:	Internal Provider Services (LD/MH)	Grade:	5
Location:	City Wide		

Job Purpose:

As part of the Management Team, to supervise and work with a group of staff; deploying resources to ensure that individuals' needs, outcomes and aspirations are met and supported in line with regulatory requirements and a promoting independence agenda.

Main Duties and Responsibilities:

1. To act as front line manager to ensure the effective running of the service on a day to day basis.
2. To act as a Role Model for high quality care and support practice whilst monitoring the practice of staff and taking remedial action when necessary to ensure that expected standards of practice and conduct are maintained. To coach, guide and develop staff in delivering a high quality service.
3. To ensure that the rights of individuals who access our services are upheld and promoted at all times, assuring the principles of choice, dignity, respect, empowerment and fulfilment.
4. To ensure and be actively involved in the completion of all required support tasks for individuals we support to ensure the maximum well-being of each individual.
5. To ensure that assessments for new referrals, care/support plans and risk assessments are formulated involving the people we support, staff and relevant others; ensure these are revised and updated as necessary.

6. To produce and maintain accurate paper and IT records for individuals in line with the Council's Data Protection Policy; to supervise and support other staff in writing daily reports and other reports as agreed. To arrange, organize and chair reviews involving the individuals we support and liaising effectively with others.
 7. To liaise effectively with outside agencies and other professionals and to attend and assist appointments with GPs, District Nurses, Community Psychiatric Nurses and Therapists. To ensure that citizens' health needs are met through appropriate reporting and recording procedures. Control and administer medication as prescribed in accordance with Community Services policies and ensure that staff follow these procedures.
 8. To support individuals with money management on a daily basis and monitor finance in accordance with Departmental Financial Control Procedures, ensuring that appropriate procedures are followed.
 9. To be actively involved in and deliver on supervisions, appraisals; staff recruitment, induction and development and management of absences in line with CCC policies and procedures.
 10. To ensure effective communication throughout the service.
 11. To arrange, organize and chair staff meetings as appropriate and attend meetings as required for the safe and effective running of the establishment in line with the overall aims and objectives of the organization.
 12. To demonstrate a commitment to personal development of self and others and to attend training sessions to meet identified learning needs.
 13. To be willing and able to undertake shift patterns and on-call duties where applicable.
 14. To ensure that Corporate and Departmental policies and procedures are adhered to at all times
- Any other duties and responsibilities within the range of the salary grade.

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.

Any further Health and Safety responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

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

Any further Safeguarding Board responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

Post holders will be accountable for carrying out all duties and responsibilities with due regard to the City Council's Equality, Diversity and Inclusion Policy.

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

Responsible for: Support Workers

Responsible to: Unit Head

Date Reviewed: 01/02/2019

Updated: 30/11/2020



Coventry City Council

Person Specification

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Location:			

Area	Description
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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 accessing the service and members of staff.
	<ul style="list-style-type: none"> Of Relevant Legislation, policies and guidance in relation to working with adults who are social care eligible; an awareness of Learning Disabilities and/or Mental Health is desirable
	<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 centered 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.
	<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 conflict and 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 working in a care/support setting.
	<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 guiding and mentoring staff

Educational:	<ul style="list-style-type: none"> • Attainment of or willing to work towards QCF Diploma level 3 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.
	<ul style="list-style-type: none"> •

Special Requirements:	This post is exempt from the provisions of the Rehabilitation of Offenders Act 1974. A Criminal Record Disclosure will be required prior to appointment.
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Date Reviewed: 01/02/2019

Date updated: 30/11/2020