



JOB DESCRIPTION

Post: Team Leader (Grade J)

Reporting to: Team Manager

Job Purpose: As part of the Management Team, to promote the rights and responsibilities of people who are physically frail or are living with dementia or disabilities through the provision and development of services.

MAIN RESPONSIBILITIES:

1. To be responsible for the day to day provision of a safe and comfortable environment from which the service can operate for the customers, as specified, to meet the requirements of North Northants Council to provide services for people.
2. To be responsible for such administrative, analytical and financial tasks as designated by the Manager in accordance with procedures.
3. To oversee the assessment and preparation of individual plans for the area of work. To ensure the delivery of services to meet these plans in order to provide each customer with an individually determined package of care/support.
4. To manage the ongoing review, performance and updating of care plans and team performance to ensure that services provided accurately reflect the customers' and commissioners' needs at all times.
5. To manage a team of staff and take responsibility for their induction training, continuous development and performance to ensure effective and efficient use of this resource in accordance with the policy and objectives for this service.
6. To contribute, as a senior member of staff, to the overall management and development of service provision in a given geographical area, planning for the future development of services to meet the needs of customers from diverse cultural communities.
7. To contribute to the process of annual resource requirements reviews, monitoring budgets and planning budget needs for the future to determine where customer needs can be met within budget restraints.
8. To actively promote a customer voice in the provision of the service, including the encouragement of self and citizen advocacy.
9. Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
10. Ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons, and to comply with the policies and procedures relating to health and safety within the company.

11. Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.



PERSON SPECIFICATION

TEAM LEADER – CRISIS RESPONSE (GRADE J)

ATTRIBUTES	ESSENTIAL	DESIRABLE
EDUCATION & QUALIFICATIONS		
Satisfactory clearance of an enhanced Disclosure and Barring Service check	✓	
NVQ Level 4 or equivalent in Social Care or the ability and willingness to undertake training to this level	✓	
Relevant management qualification or a firm understanding of the supervision/management skills required to supervise a team of staff effectively	✓	
EXPERIENCE & KNOWLEDGE		
Proven experience of providing support to people within a reablement service	✓	
Knowledge of current data and performance recording	✓	
Experience of working and liaising with different care agencies, with a specific understanding of health and hospital processes	✓	
Experience of Eclipse		✓
Experience of Cygnum		✓
ABILITY & SKILLS		
Good verbal and written communication skills sufficient to write clear, concise and accurate reports and to enable effective communication with a number of different agencies	✓	
Ability to supervise staff effectively and carry out regular supervisions and appraisals with staff	✓	
Ability to maintain accurate records and to understand and implement performance monitoring	✓	
Good organisational skills, with the ability to work on own initiative and to prioritise own and other's work and to work under pressure	✓	
Diplomatic, tolerant, adaptable and flexible	✓	
Ability to follow company and statutory procedures	✓	
Full driving licence and access to a vehicle	✓	
Able to work in and to develop a team		✓
Able to relate well to a wide range of people of differing abilities		✓
EQUAL OPPORTUNITIES		
Ability to demonstrate awareness / understanding of equal opportunities and other people's behaviour, physical, social and welfare needs	✓	
Understanding of equality standards and diversity issues and their impact in social care services		✓

