

Job Profile

Post: Team Leader

(This role requires an enhanced DBS disclosure with appropriate barred list checks)

The purpose of this role is to:

Provide leadership and day to day supervision within your support worker team, modelling excellent support and care, and effectively deploying the team and other resources so that the people your team supports experience excellent outcomes.

Job type and hours:

Who you will be working for: This job involves providing dynamic leadership to a team of support workers, demonstrating excellent role modelling through the delivery of direct support to people with learning disabilities (adults and / or young people and children).

Where you will be working: Your team will be supporting people in single occupancy homes, in their family home, in shared supported living, residential or nursing homes, or in work, learning and leisure services. You will be assigned to either an individual or a group within a defined geographical area – this may change from time to time.

When you will work: This role expects a high degree of flexibility, autonomy, initiative and responsibility from the post holder will involve working during unsocial hours, to include evenings, weekends and in some cases overnight (either waking or sleep-in). In some services you may also participate in an on-call rota providing out-of-hours telephone advice.

Job role:

The role of a team leader involves organising the work of the support team so that people receive the right support at the right time and level agreed. The team leader and the support team will ensure that each individual is enabled to lead a life that is centred around enjoying **freedom**, taking as much control in their life as possible, and to exercise their rights, responsibilities and obligations as citizens. For team leaders who work with children, enabling choice and control will involve close liaison with the child's family.

These are the key things you will need to do to provide excellent leadership:

- You will ensure that the support team fully understand the service design and support plans of each person they support, and that the service provided reflects the individual's wishes and meets the outcomes contained within these documents.
- Through continually leading the team to explore ways of utilising natural supports for a person, you will seek real community connections and reduce the need for paid support. Your actions will inspire, motivate and provide direction to support workers appropriate to their level of experience and competence. You will monitor and manage staff performance, provide regular supervision and appraisal, and coach team members to use their talents and develop new skills.
- Through positive role modelling, you will encourage and support the team to behave and communicate in a manner that aligns with Brandon's core values and purpose.
- You will ensure that there is open, positive, structured and tight communication within the team, for example through organising and chairing team meetings, providing individual and team de-brief, acting as a point of contact with other professionals, delegating work to team members and monitoring progress.
- Through supervision and monitoring you will ensure the proper and effective use of financial and other resources available to the services, for example rota planning, keeping accurate records of budget expenditure and personal budgets, assisting with recruitment and organising training.
- You will actively support your manager and the Trust in the development and implementation of policies, procedures and plans to achieve and maintain excellence within your service, keeping the support team involved and updated around progress and directing them to appropriate sources of information.
- You will ensure that your manager receives such information concerning the welfare of people supported and the performance of employees that they require in order to fulfil their responsibilities.

These are the key things you will need to do to ensure you provide excellent support and role modelling:

- All of your actions will demonstrate respect for the rights of people you support, and for their decisions and choices. You will promote people's individuality, where necessary advocating on their behalf.
- You will support people to achieve their personal outcomes in relation to managing their daily life. This could include support to manage money, use transport, keep their home clean, prepare meals, use community leisure facilities, visit family and friends, and attend school, college or work.
- Some of your time may involve providing physical care, assistance or prompting in accordance with the individual's care plan, respecting their dignity and preferences. This could include supporting people to wash, dress, take medication or manage their continence.
- It is important that you take steps to find out about each person's preferred method of communication, demonstrating active listening and always encouraging their communication, for example through words, pictures, signing or behaviour.
- You will assist people to access mainstream and specialist services and agencies that promote their health and wellbeing.
- Where people do not have capacity to make some decisions in their life (and specifically when working with children/young people up to the age of 16), you will offer support, guidance and advice that is in their best interest.
- Through acting as a bridge-builder you will help individuals connect with others with whom they have shared interests. You will encourage each person to be included in and contribute to their local community, exercising their rights and obligations as a citizen, for example through local activities and events, paid work and volunteering. You will also engage volunteers and other non-paid people in increasing the individual's networks.
- You will encourage people to value work, supporting them to find and maintain employment, where appropriate.
- Through person centred planning you will coach people to express their aspirations, develop new skills and to recognise and use their talents.
- You will encourage and support people to adventure, to overcome disabling barriers, take risks and to try new things in a safe and supportive manner.
- You will support people to maintain important relationships and to grow their social networks, acting as an advocate or mediator where necessary.
- This list is not exhaustive and may vary between different people and types of support service.

These are the things we expect from you:

We expect you to act in a professional, co-operative and solution-focused manner at all times, demonstrating accountability for your actions whilst creating an environment that is vibrant and creative rather than restrictive and controlling. As a Team Leader you will:

- Take appropriate and immediate action to:
 - ensure people with learning disabilities are safeguarded from abuse and to
 - report any instances of alleged abuse which you witness or become aware of.
- Work in a way that promotes trust and builds rapport with each individual, their family and significant others, particularly when supporting children and young people.
- Keep good records, communicating effectively and sharing information as appropriate whilst maintaining confidentiality and data protection requirements in line with Brandon policies.
- Understand and comply with the standards that you are required to work to, and endeavour to exceed them.
- Be an effective team member, demonstrating flexibility and resourcefulness, and co-operate with colleagues and other people in the best interest of people you support.
- Demonstrate through your actions that you understand and work within the values of Brandon Trust, to include respecting diversity and actively challenging discrimination.
- Comply with all aspects of statutory and local regulations in respect of Health, Safety and Environment.
- Dress and behave appropriately for the support role you are undertaking.
- The ability to drive and willingness to use your own transport on Brandon business is desirable, and may be essential for some services. Please refer to the service specific skills profile. You will be paid a mileage rate for journeys undertaken.

As a good employer, Brandon Trust will:

- Ensure we have carried out an enhanced DBS disclosure with the appropriate barred check lists on your behalf.
- Provide supervision, appraisal, team meetings, training and access to career development opportunities.
- Seek to strengthen your skills and encourage self-development through creating a strong coaching and learning environment.
- Aim to provide good, timely information about Brandon Trust's activities and performance, and actively seek your ideas and feedback.

Safeguarding:

All employees have a duty to take appropriate and immediate action to:

- ensure people with learning disabilities are safeguarded from abuse and to
- report any instances of alleged abuse which you witness or become aware of.

Confidentiality and Data Protection:

All staff are required to comply with our policies regarding confidentiality and data protection.

Diversity:

Brandon Trust is committed to its diversity policy and practices and it is essential that the post holder is willing to make a positive contribution to their promotion and implementation.

Health and Safety:

The Health and Safety at Work Act 1974 placed a legal duty on employees to:

- Take reasonable care of themselves and others who may be affected by their acts or omissions.
- To co-operate with their employer.

The Management of Health and Safety Regulations 1999 increased these duties to include:

- To use equipment and materials in accordance with instruction and training provided by the employer.
- To report serious dangers or potential risks observed to the employer.

Failure to do these four things is an offence in law for which individuals can be fined and, may lead to disciplinary action within the Trust.

The Management of Health and Safety Regulations also require employees to be 'competent' when carrying out the tasks required by the employer. If you do not feel competent to carry out any task required of you, please discuss this with your line manager, the Learning and Development Manager or the Health and Safety Manager.

General

This job description is not an exhaustive list of duties, but is intended to give a general indication of the range of work undertaken. It will vary from time to time in the light of changing demands and priorities of the Brandon Trust. Major changes in the range of work undertaken will only be carried out after consultation with the job holder.

Brandon Values and Behaviours

Our values are:



- Take a person-centred approach
- Help people to make choices
- Bring out the best in people
- Respect people's differences
- Friendly, kind, and compassionate



- Ask questions
- Take a coaching approach
- Show resilience
- Plan effectively
- Set high standards



- Take considered risks
- Make things happen
- Try new things
- Push for change
- Have a 'can-do' attitude



- Connect people
- Make links to improve things
- Can work with all types of people
- Can spot opportunities for growth
- A team player



- Flexible and creative
- Use imaginative ideas to solve problems
- Can bring new perspectives
- Think outside the box

Core Person Specification

Team Leader - Adult and Children & Families Services:

This is the **core person specification** for a Team Leader that applies across all our services. In addition, many individuals (and their families) we support and particular projects will have created their own **person specifications**, identifying extra characteristics and interests that they are looking for in their support staff.

Personal characteristics:	
<ul style="list-style-type: none"> • Innovative problem solver • Flexible attitude • Confident and able to lead and inspire others • Resilient • Open to challenge • Willing to try new activities • Encouraging • Adaptable • Able to flex working patterns • Self aware • Considerate • Calm under pressure • Demonstrate personal values consistent with Brandon's values and purpose. • Demonstrate an understanding and commitment to safeguarding and promoting the welfare of people with learning disabilities • Demonstrate a clear commitment to the inclusion of people with learning disabilities in all aspects of community life 	All of these characteristics are essential
Competency and special aptitudes that are specifically required of support workers who work with children and families	
<ul style="list-style-type: none"> • Demonstrate a rapport with children and young people • Ability to work co-operatively and discretely as a coach to families in the family home of people receiving a service • Ability to form and maintain appropriate relationships and personal boundaries with children and young people with disabilities and their families • Ability to use a range of appropriate behaviour management strategies and to role model these to families • Demonstrate an understanding and commitment to safeguarding and promoting the welfare of children and young people 	All are essential

<ul style="list-style-type: none"> • Demonstrate a clear commitment to the inclusion of children and young people with disabilities in all aspects of community life • Demonstrate an ability to develop professional relationships with a range of people and partner agencies eg parents, schools, social workers, team around the child, community groups • Work in a manner that demonstrates and encourages confidence, trust and honesty with families who are disengaged or in crisis 	
Experience:	
Minimum of 2 years demonstrable experience of working with people with learning disabilities	Essential
For team leaders working in children’s services, demonstrable experience of working with children and young people with disabilities and their families	Desirable
Additional relevant experience: life experience, volunteering or work experience	Desirable
Skills:	
<p>Driving licence and own car The ability to drive and willingness to use your own transport on Trust business is desirable, and may be essential for some services. Please check the Service Specific Skills Profile for details of the requirements of a service. You will be paid a mileage rate for business journeys undertaken.</p> <p>Out of office hours on-call advice Demonstrate a willingness and ability to take part in a rotational advice line for some services, offering out-of-hours telephone support to individuals, and in children’s services, their families</p>	<p>Desirable – may be essential for some services</p> <p>Essential</p>
Qualifications:	
<p>Maths (level 2) and English (level 2) (GCSE and ‘O’ level grade A-C or CSE grade 1)</p> <p>Demonstrated by providing certificates confirming qualifications at this level or above OR through a practical assessment at interview.</p> <p>Where a manager uses discretion to appoint an individual who does not quite reach the required standard the person must</p>	Essential to complete probation

reach the required standard to successfully complete their probation	
<p>Diploma in Health and Social Care (level 3) or equivalent</p> <p>Diploma in Health and Social Care (level 3) children and young people pathway - or equivalent</p> <p>As part of our L&D support for staff we sponsor people to obtain their Diploma in Health and Social Care</p>	Desirable for new starters and essential for pay progression
Additional relevant qualifications	Desirable