

JOB DESCRIPTION

JOB TITLE: TEAM LEADER

DEPARTMENT / SERVICE: CARE LEAVERS PROJECT GRANGEMOUTH

PURPOSE OF THE JOB

The purpose of the job is to provide leadership, support and supervision to a team of support workers within a supported accommodation environment whilst ensuring that funding is monitored, the service to individuals is co-ordinated and that appropriate policies and local procedures are in place. The Team Leader is the first line manager and is responsible for ensuring the service is of high quality. The Team Leader will combine a thorough knowledge of social care practice and processes with first class leadership, staff support and development skills.

VALUES

The postholder will be expected to demonstrate LinkLiving's core values of:

- Empathy (listen to and understand an individual's needs and circumstances)
- Respect (treat others the way they wish to be treated)
- Integrity (be honest and have strong moral principles)
- Caring (show kindness and concern for others)

MAIN AREAS OF RESPONSIBILITY / TASKS

As Team Leader you will be expected to:

- Coordinate the team, providing support and supervision through regular planned meetings and support at other times
- Ensure the team adhere to the aims and objectives of the service.
- Work with staff at the Academy in Falkirk to set up and oversee volunteering opportunities in the local area
- Work with the Service Delivery Manager to manage allocated budgets
- Working with the SDM to take a lead role in setting up and developing the project, ensuring consistency of delivery with S.O.Y.A in Edinburgh
- Monitor and evaluate the quality of service and ensure the standards required by the service contract, Care Inspectorate and SSSC are met
- Ensure the individual needs of service users are met by a system of person-centered assessment, support planning and review and the individuality, confidentiality, privacy, choice, rights and personal dignity of service users are upheld at all times
- With the SDM, maintain effective relationships with funders – ensuring rental income to project is maintained and housing management tasks are completed
- Manage all referrals to the service to minimize void costs
- Support the Service Manager and Head of Services in the compilation of regular monitoring reports and funding applications
- Promote and actively encourage the involvement of service users in the development and delivery of the service
- Represent the service externally
- Maintain up to date knowledge of legislation and statutory responsibilities related to care experienced young people
- Ensure records, including risk assessments, are maintained to ensure the safety of staff and service users

- Develop local procedures in line with organizational policies
- Ensure the team meet contractual obligations, staff are deployed efficiently and adequate staff cover is provided
- Participate in the recruitment and selection of support staff
- Agree learning and development needs with staff, create opportunities for these to be met including assisting in the delivery of training as required
- Ensure each support package is managed and coordinated
- To carry out other duties, within the scope of the job and to meet the needs of the business.

GENERAL

As Team Leader, you will have:

- Extensive and varied experience
- An extensive knowledge of the positive indicators which are a natural part of practice with no need to be conscious of what is done and how it is being done.
- An extensive knowledge and understanding of the positive indicators
- Self-reflection as a regular part of practice ensuring that expertise is maintained.
- An ability to actively seek feedback regarding performance from service users and other professionals and be fully effective in a range of job specific competencies
- Strong skills in mentoring less experienced colleagues and proven experience of contributing to development of colleagues.
- An ability to share knowledge of multi-agency working
- Experience of co-ordinating complex support arrangements
- An ability to supervise
- A specific area of practice expertise that is required by the Service

RELATIONSHIPS

- Service Users
- Colleagues, including Link Group business partners
- Managers
- Local Authorities
- Partner Agencies
- Funding Bodies
- Regulating Bodies

You will comply with the Health & Safety Policy, reporting any matters of concern to the Health and Safety Officer, Representative or line manager. You will actively promote the Equality & Diversity Policy and practice in all aspects of the job role as it relates to colleagues, tenants, service users, contractors, consultants and external agencies.

ACCOUNTABILITY

This post is accountable to the Service Delivery Manager

PERSON SPECIFICATION

VALUES	ESSENTIAL	DESIRABLE
Empathy (listen to and understand an individual's needs and circumstances)	√	
Respect (treat others the way they wish to be treated)	√	
Integrity (be honest and have strong moral principles)	√	
Caring (show kindness and concern for others)	√	
EDUCATION & QUALIFICATIONS	ESSENTIAL	DESIRABLE
General good standard of education	√	
Willingness to work towards and achieve an appropriate qualification recognised by the Scottish Social Services Council (SSSC) to achieve and maintain registration with a regulatory body	√	
SVQ Social Services and Healthcare at SCQF Level plus SVQ Care Services Leadership and Management SCQF Level 10		√
KNOWLEDGE, EXPERIENCE AND SKILLS	ESSENTIAL	DESIRABLE
Knowledge of social care and housing issues	√	
Knowledge of welfare rights; benefits, procedures and entitlements	√	
Knowledge of housing support / care at home systems	√	
Extensive knowledge of diversity of service user groups	√	
Knowledge of issues affecting people who are excluded and marginalized	√	
Experience of leading a team and carrying out support and supervision	√	
A commitment to people and ability to develop and sustain relationships	√	
Understanding of the issues affecting service users	√	
A sense of judgement and ability to take decisions and be responsible for them	√	
Non-judgemental attitude and ability to see people's gifts	√	
Willingness to embrace diversity and challenge opinions that are exclusive	√	
Sensitivity and responsiveness to people's emotional and social health	√	
A proactive approach to your own learning and ability to keep up to date with practice issues/policy/legislation	√	
Have self reflection as a regular part of practice ensuring that expertise is maintained.	√	
Able to actively and naturally seek feedback about performance from others as part of a self reflective process	√	
Working with vulnerable young people, people with learning difficulties, people with mental health difficulties, people with a history of offending behaviour, people with mental health difficulties, people with drug or alcohol issues or people who are homeless or at risk of becoming homeless	√	

Experience of managing budgets and completing monitoring reports for funders		√
GENERAL / OTHER		
Ability to Drive and able to travel between services as required		√
Meet the requirements of registration with Protection of Vulnerable Groups Scheme check	√	
Flexible, practical and reliable approach. Able to work flexible hours including evenings, weekends and public holiday	√	
It is a requirement for employees working in regulated roles to achieve and maintain registration with an appropriate regulatory body, e.g. SSSC within 6 months of commencing employment in post. SSSC registration in this post is as a Manager in a Housing Support Service.	√	

COMPETENCY FRAMEWORK	MANAGEMENT	ALL ESSENTIAL AND WILL BE ASSESSED AT THE INTERVIEW STAGE
<p>COMMUNICATION</p> <p>Communicates ideas and information effectively, both verbally and in writing, ensuring messages are clear and understandable. Shares information openly and encourages a two way dialogue. Use appropriate language and style that is both relevant to the situation and to the people being addressed.</p>		
<p>CUSTOMER CENTRED APPROACH</p> <p>Puts the person at the heart of the service and is able to understand both internal and external customers and service users' needs. Takes personal responsibility for securing the satisfaction and well being of customers and service users. Encourages and maintains open, positive relationships with a wide range of people. Listens and communicates assertively to ensure mutual understanding.</p>		
<p>INNOVATION</p> <p>Constantly strives to evaluate, question and improve how things are done. Views improvement as a continuous process. Creatively explores and applies innovative approaches to improve the quality and delivery of services.</p>		
<p>LEADERSHIP</p> <p>The ability to lead, inspire and encourage others to meet business objectives whilst providing a clear vision and sense of purpose in all activities. Actively participates and contribute towards Project Teams, Committees and other working groups. Is supportive of colleagues, including secondees, placements and new employees.</p>		
<p>PERSONAL EFFECTIVENESS</p> <p>Takes personal responsibility for making things happen and achieving results. Presents ideas clearly and persuasively. Willing to take responsibility in challenging circumstances or when things go wrong. The ability to recognise and control own emotions and to respond to situations objectively, even when under pressure. The self-confidence and flexibility to adapt own response to suit the needs of the situation or to respond flexibly and prioritise depending on the other persons approach.</p>		
<p>PROBLEM SOLVING AND REASONING</p> <p>The ability to identify and resolve problems by gathering and analysing information from a range of sources, and make informed and effective decisions. Draws appropriate conclusions and considers the consequences of these decisions. Willingness to participate and contribute effectively to the team effort. Will put own interests aside when appropriate to meet the needs of the team.</p>		
<p>INFORMATION SYSTEMS</p> <p>A functional understanding of Link's core information communication technology – including Microsoft Office and database systems. An ability to access and use personal computer software for effective communication and the management of information. Has a basic knowledge of PCs, including keyboard skills and will take active steps to update personal computer literacy skills and to support others when required.</p>		
<p>WORKING TOGETHER</p> <p>Willingness to participate and contribute effectively to the team effort. Will put own interests aside when appropriate to meet the needs of the team. Takes positive action to build the team and works through conflict to achieve resolution. Makes other team members feel valued. Knows what their team aims to achieve, their role and the part they play and takes positive action to build the team mentors/coaches new employees.</p>		

TERMS AND CONDITIONS OF EMPLOYMENT

Noted below is a summary of the general terms and conditions of employment of LinkLiving employees. Those quoted apply to full-time posts and part-time staff will be eligible to receive the same employment terms on a pro-rated basis. Employees on fixed term contracts are also eligible, subject to the restriction of their contract. An individual contract may determine additional terms particular to that appointment and employees should also refer to their own contract of employment.

Hours & Contract:	37.5 hours per week. Flexibility and working public holidays will be required. Hours will be discussed further at the interview and offer stage.
Salary:	Placement within the salary range will be dependent on a number of factors including skills and experience. Progressing through the salary range will be determined by an assessment of individual performance against an agreed Job Plan and following a recommendation made to the Management Team at each performance year-end. <u>Support Worker Salary Range</u> £26,171 - £30,160 per annum (dependent on skills & experience). An Inflation-Related Pay Award is normally awarded annually in April.
Annual Leave	35 days per annum (including 10 public holidays) rising to 38 days after completion of three years' service.
Pension	Link is required by law to automatically enrol eligible employees to its pension scheme. Auto-enrolment rates from 1 April 2019 are: <ul style="list-style-type: none"> • Link: 5% of basic salary • Employee: 3% of basic salary LinkLiving: Effective 1 April 2019 Employees can opt to increase their contributions: Employee: 4% 5% Link: 6% 6% Full information about this will be provided as part of the new employee induction process.
Travel	(a) Staff will be reimbursed two-thirds of the cost of a monthly bus pass if this is appropriate to the needs of the Service. (b) If you only use a monthly bus pass for business purposes you may be able to claim the full cost. Use of your own car for business mileage, where authorised, will be reimbursed at a rate of 45p per miles. LinkLiving adopts the Inland Revenue approved mileage rate system.

On-Call	Where an on-call rota is in place, a separate allowance of £20 will be paid per shift.
Time Back	There is a time back arrangement for additional hours worked in excess of the contracted hours.
Probationary Period	There is a 6-month probationary period, which may be extended to 9 months following consultation with individuals.
Support and Supervision	You will have regular support and supervision meetings with your line manager
Smoking	All Link group offices operate a NO SMOKING POLICY – you may have to work with service users who smoke.
Health Care Cash Plan	A non-contributory Healthcare Cash plan scheme for employees and children under 18 years old. [Option to include partners]

Protecting Vulnerable Groups Scheme (PVG) Information for applicants who wish to work with Link

People who work on a regular basis with vulnerable groups will be required to join the Protecting Vulnerable Groups (PVG) Scheme. This Scheme replaces the Enhanced Disclosure Scotland checking process for organisations and it is a mandatory requirement of working within Link.

As well as strengthening safeguards for children, the PVG Scheme will improve protection for adults because, for the first time in Scotland, there will be a list of those who are barred from working with protected adults - there is already a list of those who are barred from working with children. A protected adult is a person, aged 16 or over, who receives one or more type of care or welfare service either regularly or for a short period of time.

People who work, on a regular basis, with vulnerable groups will join the PVG Scheme and from then on, their membership records will be automatically updated if any new vetting information arises. Vetting information is conviction information retrieved from criminal justice systems and non-conviction information held by the police that is considered relevant.

In order to become a member of this scheme for the first time the cost is £59.

Should you be successful in securing a post with Link it will be expected that you will meet the registration cost.

For further information please refer to the disclosure Scotland website - <http://www.disclosurescotland.co.uk/pdf/protecting-vulnerable-groups-scheme.pdf>