

| Job Description – Team Manager | |
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| Post: | Team Manager |
| Service: | Housing & Community Support Services / Children & Adult Transition Services |
| Base: | The Action Group, Norton Park Centre, Edinburgh (or other local base as specified by line manager) |
| Line Managed by: | Development Manager |
| Salary Range: | B6 to B8 (£24,112.92 - £25,350.00 p/a pro rata) |
| Hours: | 39 per week |
| <p>This post requires PVG scheme membership</p> <p>This post requires registration with the Scottish Social Services Council (SSSC). Applicants who are not registered with the SSSC when starting will have 6 months in which to register. Applicants already registered with the SSSC must inform that body of their employment with The Action Group.</p> | |
| <p>Main Purpose</p> <p>The main purpose of this post is to provide leadership to a team of Support Workers in the Housing & Community Support Services (HACSS) or Children & Adult Transition Services (CAATS). Whilst the post holder will delegate some aspects of team leadership to the Assistant Team Manager, s/he will retain overall responsibility for team management and performance.</p> <p>This role is primarily focused on the management and organisation of the team, not on actual caseload / service delivery (e.g. covering shifts). The post holder will however retain a small element of direct service user support work, in order to retain links with service users and provide on-the-job coaching and support for the staff they manage,</p> <p>The main duties for this post are detailed below using the following 3 headings.</p> <ol style="list-style-type: none"> 1. Team Leadership (40%) 2. Staff Management (50%) 3. Supporting Service Users (10%) | |

The percentage figure after each heading is the approximate proportion of work time that we anticipate the post holder will spend working on each area.

In addition, there is a fourth section called 'General Duties' that apply to all staff in The Action Group.

1. Team Leadership responsibilities (of whole team) (40% of time)

- a. Determine specific Team objectives (in conjunction with Development Manager, Action Group Strategic Objectives, TAG Business Plan etc)
- b. Lead by example, to set a positive and empowering ethos within the team; trying to ensure that high morale is maintained throughout team, particularly with respect to the continuous degree of change management required within the role
- c. Take responsibility for any operational issues, decisions etc that affect the Team as a whole (e.g. organising staff rotas on time, booking casual staff, ensuring Team monitoring returns are completed on time, such as TOIL, expenses etc)
- d. Act as an effective 2-way communication conduit between Senior Management and all Team members (e.g. incident reporting and coordinating regular team meetings)
- e. Carry out relevant financial and information management, in line with TAG policies and procedures (e.g. petty cash)
- f. Attend and participate in all Service User Review Meetings within own staff management caseload
- g. Take part in the on-call rota for Team Managers
- h. Work closely with the Assistant Team Manager to ensure that all team management functions are carried out effectively
- i. From time-to-time, the post holder may be asked to 'act-up' for their line manager, in order to cover short-term absences

2. Staff Management responsibilities (of direct reports) (50% of time)

- a. Work with Development Manager to organise and lead recruitment process for team vacancies
- b. Thoroughly induct all new direct reports in team

- c. Take responsibility for all aspects of performance management of staff within own sphere of line management, including objective setting, appraisal /personal development planning, and managing all absence and capability issues
- d. Delegate work according to individual team member strengths, fairly, transparently and effectively, to make the best use of individual team members skills and abilities (eg allocating keyworkers)
- e. Provide pro-active and ongoing coaching and mentoring for each direct report (eg on-the-job shadowing)
- f. Consistent provision of regular and effective supervision and support (including honest and timely performance feedback)
- g. Supervise students and temporary staff working within own team

3. Supporting Service Users (10% of time)

NOTE – Given the small amount of time we expect the post holder to spend on this area of responsibility, the focus of these types of activities will be on supporting, mentoring and working alongside staff, as well as retaining links with service users, rather than regularly doing this type of work to cover staff absences

- a. Practice the TAG Key Worker system. For example, organising support plans / case reviews as required for individual service users on caseload with all relevant stakeholders, ensuring effective handovers between staff, and maintaining service user records/case files, etc
- b. Promote the physical and emotional wellbeing of service users at all times (e.g. supporting service users to maintain acceptable and adequate levels of self-care, carrying out risk assessments, etc)
- c. Actively develop meaningful and trusting relationships with service users (e.g. assisting service users to gain insight into their own behaviour, attitudes and reactions)
- d. Encourage service user independence in all daily living activities wherever possible, and support them with this only when necessary (e.g. housework, food preparation, household admin etc)

- e. Promote service users' hobbies, interests and activities, and encourage participation in all aspects of community life. This includes organising day trips and activities with young people as required
- f. Directly assist with the personal care of service users as required
- g. Work with service users to maximize their ability to communicate effectively and promote self-advocacy wherever possible
- h. Advocate on behalf of service users when needed (e.g. liaising with external organisations such as benefits, colleges, etc)
- i. Work closely with relatives and carers of service users (e.g. arranging support arrangements, dealing with complaints and frustrations, etc) and help to ensure that relatives have a significant role in the service user's life wherever possible and appropriate
- j. Find out about the wide range of local services, amenities and organisations available to service users
- k. Work with both individuals and groups of service users in all of the above, according to need
- l. Participate flexibly in the various shift work patterns required by the needs of the job (including regular working outwith weekday office hours; for example, in the evening and at weekends)
- m. Regularly undertake 'sleepover' or 'waking night' duties with service users that are being supported by the team where required

4. General Duties (these are applicable to all Action Group staff)

- a. Read, and work in accordance with, TAG's Mission, Aims & Objectives, and current Business Plan
- b. Manage own work time effectively
- c. Keep on top of own paperwork and maintain effective and organised filing systems, as appropriate to the specific job role
- d. Treat everyone with consideration and respect

- e. Ensure prompt, polite and clear communication (whether responding to a query from a member of staff or a complaint from a service user)
- f. Keep up to date and comply with all applicable TAG policies and procedures (covering everything from personal Health & Safety to Care Commission Standards)
- g. Promote and respect individual rights and responsibilities at all time
- h. Retain the highest standards of confidentiality, as appropriate to the specific role
- i. Assist your manager and other work colleagues as appropriate and whenever possible
- j. Take charge of own CPD (Continuous Professional Development) and contribute to TAG maintaining the Investors In People standard
- k. Be responsible for own work life balance (eg taking Annual Leave at regular intervals, etc)

This job description may be amended following discussions with the post holder and with the approval of the Senior Manager in HR

Person Specification – Team Manager

Specific requirements for the role

- At least two years' experience working with people who have support needs
- A commitment to person centred practice and user involvement in all aspects of their lives and service.
- An SVQ 2 in Social Care or equivalent qualification.
- Ability to complete SVQ 3 in Care within twelve months of taking post, or to be the holder of an equivalent qualification. In addition, the post holder must complete the Supervisory Professional Development Award within a further six months of starting in post, or achieving the SVQ, whichever is later.
- Willingness and ability to register with the SSSC as a manager and with this to show evidence of continuous professional development directed by both self and organizational need
- Must be competent in using Microsoft Word, Outlook, and Excel.
- Previous staff management experience
- Previous experience of working with children, or young people in transition (if applicable to role)
- Driving Licence and access to own vehicle (not essential)

Competencies

- Professionalism – Being reliable, following procedures, presenting yourself appropriately, and believing in The Action Group values of choice and opportunity for all.
- Self-development – Having the desire to learn new things and constantly improve your own working practice.
- Leadership – Motivating, encouraging, coaching, supporting and managing the performance of your staff members.
- Reports and recording – Demonstrating a high standard of administration and report-writing in a timely fashion using appropriate IT resources

- Financial and resource management – Managing budgets and utilising staff resources effectively, including any delegated staff management activities.
- Analysis & Decision-making – Assessing situations and making sensible decisions using all the information available to you at the time, despite pressures.
- Planning & Organising – Being able to plan, communicate and coordinate complex activities in advance; to display excellent time management and prioritisation skills; and to alter plans when circumstances change.
- Working in Partnership – Working effectively as a team, plus negotiating and sharing information with internal and external stakeholders (e.g. carers, social workers, internal TAG departments) as required.
- Building & Maintaining Relationships – Demonstrating the ability to develop trusting relationships with others. It can only be done through active listening, effective communication and respect for other people.
- Empowering People – Being able to support others in a practical way whilst respecting their needs, choices and dignity. It also includes providing appropriate motivation, encouragement and constructive feedback.