

# Team Facilitator Job Profile



January 2014

**Post:** Team Facilitator  
**Responsible to:** Services Facilitator  
**Accountable to:** Regional Manager

The post of Team Facilitator is an exciting and rewarding role which encapsulates ENABLE Scotland's vision towards building and supporting more autonomous personalised support teams.

## Primary Job Purposes

The role of Team Facilitator is highly customer focused on the people we support, their families and the team members who support them. You will be part of a management team and have leadership responsibility for a designated number of individual services working with all stakeholders.

As an effective Team Facilitator, you will demonstrate a sound understanding of the Personalisation agenda, Self Directed Support and the concept of choice and control. You will understand the need to keep decision making as close to the individuals we support as possible, whilst being clear on the level of decision making appropriate to your own role. You will develop an in-depth understanding of each person and use this to support people to achieve enhanced lifestyles and the pursuit of clear identified outcomes. Through building the capacity of direct support teams; you will be responsible for ensuring the development and quality of service designs and supporting strategies, for monitoring and review and ensuring associated processes are in place.

You will take responsibility for the design, and facilitative management of each person's team to support the achievement of individual outcomes. You will demonstrate and model a high standard of practice whilst monitoring and supporting the development of direct support team members.

## Main Duties and Accountabilities:

### *Responsibilities to the people we work for and support*

- 1) Within the support services you manage, you will ensure that each person we support has the opportunity to develop and work towards a life of their choosing. This vision will incorporate a pro-active and supportive approach for the person's life now and in the future. This approach should be underpinned by a strong commitment to maximising independence, participation and community inclusion.
- 2) You will ensure that each individual we support has an identified support team designated to them, ensuring the involvement of the person and their family/significant others in a personalised recruitment and matching process.
- 3) You will facilitate the development of a personalised service design and detailed support strategies through a robust planning process ensuring maximum involvement of the person, their family /significant others and professionals involved in their life.
- 4) You will ensure that detailed and robust Risk Assessments and safe systems of working enshrined within supporting strategies are in place where relevant and necessary. You will ensure that team members are clear on how to lead the decision making process in line with our framework which ensures that all decisions are working towards supporting the person's life and outcomes.

- 5) You will take the lead on the planning and review process, involving all stakeholders including the person, their significant others, professionals involved and the team members as agreed with the person we support.
- 6) You will support each person's team members to link with formal agencies such as Social Work, Housing and Health professionals as well to build on their knowledge of informal community assets and people that can assist in enhancing the person's quality of life and outcomes.
- 7) You will oversee and lead on the Individual Service Fund for each supported individual ensuring that budgets are utilised accurately and creatively to meet outcomes and be available for relevant stakeholders' to monitor accordingly. This will include building the capacity of the support team to have full awareness of the budget and become involved in the budgetary management process.

### ***Line Management Responsibilities***

- 8) You will motivate and lead each staff team actively to promote community engagement, the building of new opportunities and the growth of natural networks in line with the person's outcomes. You will adopt and encourage an ambitious approach towards the aim of ultimately reducing the paid support in a person's life based on maximising natural support opportunities. This will involve facilitating a process of individual and collective team work towards these aims.
- 9) You will work in a way that demonstrates and promotes a facilitative management style; this to include building the capacity of the support team to maximise their skills and abilities to deliver on outcomes.
- 10) You will regularly provide undertake formal and informal supervision and support to Personal Assistants and undertake annual appraisals.
- 11) In collaboration with our Learning & Development Team, you will support and deliver our vision to up-skill all staff to maximise their understanding of their roles and responsibilities. This will include identifying and facilitating learning opportunities to ensure that our Personal Assistants have the skills to deliver on providing high quality personalised services to the people they are contracted to support.
- 12) You will work with Personal Assistants to identify both individual and team learning and development needs. This will include the management of the local training plan which will encompass mandatory training as well as bespoke training in line with individual need. You will have delegated responsibility in ensuring that access to training is planned and that training records are accurate and up to date. You will recognise the importance of modelling and day to day learning in staff development and the delivery of quality services.
- 13) You will ensure that training plans are individual to each team member and are matched to the person/people they support ensuring effective and efficient use of individual service funds.
- 14) To ensure that local teams have up to date knowledge and understanding of ENABLE Scotland's policies and procedures and the associated implications for practice.
- 15) To support teams to manage effective staffing processes e.g. the allocation of annual leave, adequate levels of cover for both emergency and planned leave, monitoring and notifying of sick leave and any staffing issues that arise.
- 16) To work closely with the Human Resources Team to maintain positive employee relations and good practice.

### ***Responsibilities for Learning and Development***

- 17) You will ensure that team members have knowledge of the Regulatory framework; the SSSC Codes of Practice and the National Care Standards both in principle and practice.
- 18) You will ensure that team members have up to date knowledge and understanding of ENABLE Scotland's policies and procedures including discussion on how policy and procedures relate to every day practice.

- 19) You will take the lead on ensuring team members are appropriately assessed for their learning and development needs. You will ensure the planning and attendance of identified training events or opportunities. This will include mandatory training and may extend to bespoke learning and development opportunities that are designed around the specific needs of the supported person where identified.
- 20) Through your facilitative management style, you will motivate, coach and mentor teams to develop their practice skills and knowledge through induction and beyond.
- 21) You will encourage and support team members in accordance with ENABLE Scotland's Supervision and Appraisal process, analysing their performance development in line with outcome delivery, internal policy and procedures and the regulatory framework.
- 22) You will promote your own learning and development through the productive use of your own supervision, colleagues, internal and external resources to continually reflect upon and develop your skills and practice.

### ***Organisational Service Delivery Responsibilities***

- 23) Using information contained in the service design and support plan, you will assist the team to plan the support necessary to deliver on outcomes. You will ensure that each team shares this vision and direction, developing effective support strategies and methods of reviewing progress for the supported person. You will ensure that all team members have an in-depth and up to date knowledge of the individuals' support strategies and encourage their committed involvement within this.
- 24) As Team Facilitator, you will ensure that decision making is as close to the person as possible detailing the decision making requirements of the person and their family / significant others. You will ensure that team members are clear on the scope and parameters of their own decision making in relation to the person's life and support. You will model good communication skills and have a sound understanding of appropriate relationships with people we support and their families and the ability to lead the guidance for support teams on this issue.
- 25) You will build the capacity of support teams to take the lead on ensuring individual rotas meet the needs of the supported person in a way that is flexible and responsive to changing need and lifestyle aspirations. You will maintain an overview and accountability as Team Facilitator of rota management whilst ensuring the full involvement of the support team. This will include assisting the team to utilise the resources available to plan ahead for team member annual leave and training absence - and to think broadly in accessing community resources, friends and other everyday support mechanisms.
- 26) You will encourage the support team to take a considered and positive approach to risk in order to support people's engagement in supported or independent activities, whilst ensuring that any risk is assessed appropriately involving key people in the person's life.
- 27) You will maintain contact and spend specific allocated time with people we support in order to ensure that they are happy with their service and that practice is meeting their expectations. Team Facilitator time with the supported person will be used specifically for quality assurance purposes ensuring that all processes are in place and meet the standards required for internal and external regulatory compliance.
- 28) You will take the lead on the review process ensuring the involvement of the supported person, their families/significant others and the professionals involved in their lives. You will ensure the meetings will provide opportunity to share and gather information which will be used to achieve the person's outcomes.
- 29) You will have responsibility for monitoring team member levels, following the recruitment and interview process as necessary. You will ensure the involvement of the person we support and their families/significant others in the personalised recruitment and induction of team members.
- 30) You will foster a culture of responsible leadership. This will include the management of sickness / other absence in line with a planned approach for appropriate team level cover. You will work with team members to ensure that any absence does not compromise the continuity or quality of the support service.

### ***Other Role Specific Responsibilities***

- 31) You will plan and work closely with other team members and colleagues to ensure all monitoring and administrative systems are reviewed and adhered to in the most effective way.
- 32) You will utilise the internal resources available to you and work cohesively alongside internal colleagues within other departments in our Central Services.
- 33) Along with other team members you will plan the local on call arrangements depending on the nature of services in the area. You will be involved in providing on-call support in a flexible manner.
- 34) You will promote and uphold the values and mission of ENABLE Scotland while adhering to the Scottish Social Services Council Codes of Practice and the National Care Standards.
- 35) You will have a positive approach to encourage and develop public awareness of people who have a learning disability and promote their valuable contribution to their community whilst challenging discrimination.
- 36) You will be responsible for managing conflict and concerns effectively and where necessary utilise ENABLE Scotland's fact finding / disciplinary procedure as required.
- 37) You will seek and accept guidance and direction from the Service Manager and other senior managers as required.

### ***General Responsibilities***

- 38) To be responsible for maintaining your own health and safety whilst at work and for the health and safety of colleagues, people who use services and for alerting the officers responsible to any hazards or potential risks to health and safety.
- 39) To ensure compliance with the Data Protection Act and to ensure that an appropriate level of confidentiality is maintained around issues which may be personally or commercially sensitive.
- 40) To be responsible for the establishment and maintenance of positive working relationships both with external agencies and internal departments and with individual colleagues with whom interaction is required.
- 41) To undertake any other roles and accountabilities which would be lawful, reasonable and appropriate to the role.

## Person Specification

	Essential Criteria	Desirable Criteria	Advantageous Criteria
<b>Education and Knowledge</b>	<p>A knowledge of personalisation and its practical application in services.</p> <p>An SVQ Level 3 in Health and Social Care or other qualification which is relevant for the purposes of registration with the SSSC and Care Inspectorate.</p> <p>Knowledge of needs and aspirations of vulnerable people including people with learning disabilities and their families.</p>	<p>Demonstrable knowledge of and high level of skill in a particular area of the social care field (eg, residential work, supported living, employment of disabled people, childcare and development) and ability to develop skills in other areas</p> <p>Clear knowledge of SDS and delivering this in practice</p>	
<b>Skills and Attributes</b>	<p>A strong belief in the inclusion of people with disabilities in the community</p> <p>Models a leadership approach and generates energy and commitment through their approach</p> <p>Financial/household budgeting skills</p> <p>Excellent communication skills (written and verbal) and the ability to use them effectively in different settings</p> <p>Ability to respond appropriately and effectively in an emergency or crisis situation.</p> <p>Ability to give clear direction when required and confidence to handle complex staffing situations</p>	<p>Networking and partnership skills</p>	
<b>Values and Attitudes</b>	<p>An unshakable belief in the inclusion of people with disabilities in the community.</p>		

	<p>Self motivated to achieve the most for the people you work for and for the wider organisation</p> <p>Be constantly working towards the development and maintenance of the necessary competencies to carry out the role effectively</p>		
<b>Previous Experience</b>	<p>Experience of the delivery of services to people with a learning disability or other social care support need.</p> <p>Experience of successfully developing, leading and implementing strategy, policy or operational plans across a large organisation</p> <p>Previous involvement in the planning and design of new services</p>	<p>Experience of the supervisory line management of a team or teams.</p> <p>Experience of developing new services</p>	<p>Evidence of additional training/qualification in the learning disability field</p> <p>Training/qualification relating to staff development</p> <p>Experience of implementing/evaluating and improving performance through quality assurance systems.</p>