

JOB DESCRIPTION

JOB TITLE: TEAM LEADER

DEPARTMENT / SERVICE: FIFE OLDER PERSONS SERVICE

PURPOSE OF THE JOB

The purpose of the job is to provide leadership, support and supervision to a team of project workers to deliver a high-quality service for older people within the Fife 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.

Working closely with the Service Manager, the Team Leader will use their extensive knowledge and experience of Older Persons services to develop and expand services across Fife.

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.
- Support the existing Older Persons Service cafes and befriending services
- Take a lead role in the continued development of the Older Persons service
- Oversee the volunteering programmes
- Work with the Service Manager and Fundraiser to identify opportunities for service expansion and development
- Manage allocated budgets reporting to Service Manager
- Contribute to funding applications
- Monitor and evaluate the quality of service and ensure the standards required by the service contract
- 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
- Maintain effective relationships with funders
- Maintain effective relationships with Fife partners
- Manage all referrals to the service with the project workers
- Support the Service Manager 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 older 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
- 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 Manager

PERSON SPECIFICATION

EDUCATION & QUALIFICATIONS	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
General good standard of education	√		Application Form
Supervisory or management qualification or willingness to work towards.	√		Application Form
KNOWLEDGE / EXPERIENCE & SKILLS			
Extensive knowledge of diversity of this service user group	√		Interview
Knowledge of issues affecting the people who are excluded and marginalized	√		Application Form & Interview
Experience of leading a team and carrying out support and supervision	√		Application Form & Interview
A commitment to people and ability to develop and sustain relationships	√		Application Form & Interview
Understanding of the issues affecting service users	√		Application Form & Interview
A sense of judgement and ability to take decisions and be responsible for them	√		Interview
Non-judgemental attitude and ability to see people's gifts	√		Interview
Willingness to embrace diversity and challenge opinions that are exclusive	√		Interview
Sensitivity and responsiveness to people's emotional and social health	√		Interview
A proactive approach to your own learning and ability to keep up to date with practice issues/policy/legislation	√		Interview
Have self-reflection as a regular part of practice ensuring that expertise is maintained.	√		Interview
Able to actively and naturally seek feedback about performance from others as part of a self reflective process	√		Interview
Experience of managing budgets and completing monitoring reports for funders	√		Application form & interview
GENERAL / OTHER			
Ability to Drive and able to travel between services as required	√		Application Form
Meet the requirements of registration with Protection of Vulnerable Groups Scheme check	√		Application Form
Flexible, practical and reliable approach. Able to work flexible hours including evenings, weekends and public holiday	√		Application Form & interview

COMPETENCY MANAGEMENT FRAMEWORK	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>	

INFORMATION SYSTEMS

A functional understanding of Link's core information communication technology – including Microsoft Office and databasesystems. 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.

WORKING TOGETHER

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.

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

Full-time, 37.5 hours per week, usually Monday to Friday, but requires flexibility around the needs of the service.

Contract

The post is permanent

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.

Team Leader Salary Range £27,883- £30,819 per annum (dependent on skills & experience).

An Inflation-Related Pay Award is normally awarded annually in April.

Annual Leave

35 days pro rata per annum (including 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:

- Link: 5% of basic salary
- Employee: 3% of basic salary

Employees can opt to increase their contributions:

Employee:	4%	5%
Link:	6%	6%

Travel

LinkLiving will support eligible employees employed by LinkLiving and providing support to service users across a geographical area where a bus pass is the most cost-effective means of travel, with the cost of a monthly bus pass. Eligible employees can claim for the cost of a monthly bus pass through iTrent Self Service. Reimbursement will be made through payroll and tax and national insurance contributions deducted. Claims for annual bus passes will not be authorised.

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 nonconviction information held by the police that is considered relevant.

Link will meet the cost of any new PVG scheme membership or scheme record update.

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