

Job Description

Job Title Team Leader – Provider Services
 Job number 1892
 Grade S01

Overall purpose of the job

Assist the Operations Manager in provision of in house services to ensure consistent high quality provision that promotes the service vision of ensuring more control, choice and opportunities to live independent lifestyles and the best possible quality of life.

Main accountabilities

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1.	Ensure delegated budgets are monitored and used appropriately, that staff supervision and cover are effective, and that transport and catering arrangements are co-ordinated so that service users receive a consistent, quality and appropriate service both within the unit and in the community.
2.	Manage, supervise and appraise a staff team, leading on HR processes when required. Manage performance and attendance as per CCC policy. Lead investigations when appropriate and escalate concerns to Operations Manager and HR when necessary.
3.	Ensure that assessments and reviews with service users and their families/carers as appropriate are undertaken in order that individual person-centred care plans are costed, developed, implemented and monitored within available resources.
4.	Facilitate the establishment of professional relationships with service users, either via direct involvement or via staff supervision, to ensure that service users are supported and encouraged to develop their potential to the full.
5.	Ensure that the building, contents and grounds are maintained in good condition so that the County Council's and housing providers' assets are protected and the service users are provided, within available resources, with a comfortable living environment. To ensure that the health and safety of staff and service users is compliant with regulations and have systems in place for regular monitoring. Take responsibility for the security of buildings and co-ordinating maintenance contractors when on site.
6.	Facilitate the establishment of professional relationships with families/carers either via direct involvement or via staff supervision to ensure they are involved and supported as appropriate to assist service users' development.
7.	Develop, promote and maintain excellent communication between service users, carers, social workers, health workers and other agencies to ensure effective integration of services.

8.	Ensure that service users' personal records and all other designated records are maintained to ensure adherence with Departmental policies and procedures.
9.	Ensure that the direct line manager is alerted immediately regarding any incident/development which might have a significant effect on service users, and to ensure that County Council policies and procedures regarding fire prevention/Health and Safety are adhered to.
10.	Facilitate and Participate in staff training activities, co-ordinate the supervision of students on placement and contribute to the Service's policy/strategy formulation, and research information to ensure that services are continually developed.

Safeguarding commitment *(Include for roles involving work with children/vulnerable adults)*

We are committed to safeguarding and promoting the welfare of children and young people/vulnerable adults. We require you to understand and demonstrate this commitment.

Person Specification

Qualifications, knowledge, skills and experience

Minimum level of qualifications required for this job

Qualifications Required	Subject	Essential/ Desirable
Obtained or working toward Level 4 NVQ or Diploma in Health and Social Care or equivalent	Health and Social Care	Essential
Dip SW or degree in SW Management/Specialist Social Work Course	Social Work	Desirable
PROACT SCIP-r-UK training		Desirable
Level 5 Management Award		Desirable

Minimum levels of knowledge, skills and experience required for this job

Identify	Describe	Essential/ Desirable
Skills		
Self-awareness	Self-awareness/openness to exploring own impact and power associated with role	Essential
Working with service users	The ability to stimulate service users to motivate them to develop new skills and maximise independence	Essential
Prioritisation	Ability to plan and prioritise work in order to meet strict deadlines	Essential
Working with service users	An accepting, facilitative and supportive approach which respects individual differences/needs/pace	Essential
Effective communication	Ability to present information clearly and concisely, verbally and in writing to diverse groups of people	Essential
Negotiation skills	Ability to negotiate effectively	Desirable
Experience and Knowledge		
	Give an idea of the type and level of experience required do not specify years of experience.	
Experience of working with service users	Experience of working with vulnerable people in the community	Essential
Experience of working with carers	Experience of work with carers	Essential
Experience of working with clients	Experience of advocacy work	Essential

	with clients	
Health and safety	Understanding of Health and Safety requirements	Essential
Community activity	Experience of community based activities	Essential
Knowledge of service users	Knowledge of service user review processes	Essential
Knowledge of Residential and Day Care	Experience of Residential/Day Care provision for older people and/or people with disabilities	Essential
Knowledge of supported living and service users	Understanding of the principles of supported living and empowering service users	Essential
Experience of working with service users	Experience of working with a broad range of client groups	Desirable
Budget management	Experience of managing budgets	Desirable
Supervision skills	Experience of supervising staff	Desirable
Legislation	Knowledge of current Health and Social Care legislation and CQC requirements	Desirable
Transforming lives	Knowledge of County Councils 'Transforming Lives' agenda	Desirable
Safeguarding (<i>include for roles working with children/vulnerable adults</i>)	Demonstrate an understanding of the safe working practices that apply to this role.	
	Ability to work in a way that promotes the safety and well-being of children and young people/vulnerable adults.	

Disclosure level

What disclosure level is required for this post?	Enhanced with barred list checks
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Work type

What work type does this role fit into? (tick one box that reflects the main work type, the default workers type is flexible)	Flexible
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