

Kirklees Council

DIRECTORATE : COMMISSIONING, PUBLIC HEALTH AND ADULT SOCIAL CARE

SERVICE AREA : SOCIAL CARE AND WELLBEING

SECTION : CARE CLOSER TO HOME

JOB TITLE : TEAM LEADER

GRADE : 6

ABOUT THE JOB

Social Care and Well-being for Adults is part of the Children and Adults Directorate and provides a range of residential, day care and supporting services for adults who are vulnerable. You will work in Day Opportunities supporting the management of a base or smaller bases which provide day opportunities for older people or people with a learning disability.

Kirklees is continuing to explore opportunities to develop this part of the service to best meet the current and changing needs of service users and to provide a flexible response to individuals needs. Day Opportunities will promote independence, offering support as identified by individual support plans. This may be provided within an individual's home, at a Day Opportunities facility, and/or as support to access social, recreational, educational and in some cases employment opportunities within local communities.

The service is committed to ensuring that the transformation agenda is fully embraced and services develop to support the needs and aspirations of individuals. Our key focus will be to offer greater choice in relation to activities and services provided and that service users choose to access our services. We continually strive to ensure that services we provide are the best they possibly can be and we expect that all services will become centres of excellence for the authority; you will be part of a team working towards meeting and exceeding these expectations and to fully embed a personalised approach to service delivery. Find out more about [working for Kirklees](#).

Reporting to a Co-ordinator, you will be part of a team consisting of other Team Leaders, Support Workers, and in some locations housekeeping staff. You will also be part of a larger multi disciplinary team working in partnership with health staff assessors and the independent sector.

You will have a role in establishing and maintaining relationships with service users, relatives and other professionals. The primary focus of your role is to ensure the provision of quality support to service users which exceed Care Quality Commission

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expectations and standards. This will, of course, include direct support provision and you will also support the Support Workers and housekeeping staff in providing high quality support, checking on service users regularly as well as preparing light snacks for service users. Your role here is to act as a role model whilst providing support and direction where necessary to make sure duties are carried out effectively, efficiently and in line with service objectives, policies, procedures and standards.

It is also important that you identify and make other team members aware either verbally or in writing, information about service users which may have an impact on their support, thereby ensuring that support provided most appropriately meets their needs. This information may require incorporating into the support plans. Part of your role also includes supporting Support Workers to produce high quality support plans.

Another aspect of your role is the accurate preparation and administration of medication. It is vitally important that you follow policies and procedures related to this. Other policies and procedures you need to be aware of and adhere to include health and safety and manual handling.

At times you will be the senior member of staff on duty, so it will be necessary that you provide support to staff and instruct/direct when necessary to ensure that the workplace continues to run smoothly and efficiently. This will include some work allocation. As a positive role model, you will be open to change and show a willingness to get involved by presenting a self-assured image in a variety of situations, through this you will demonstrate your commitment to service priorities. Should you encounter practices or behaviour which does not meet service standards you are expected to challenge this and make the relevant Manager or Co-ordinator aware of the actions taken.

On a daily basis you may need to deal with issues that arise or pass on information to the Co-ordinator. This will include checking the diary and daily task lists and allocating duties accordingly as well as ensuring that tasks are completed. Communication is therefore a vital component of your role. Ensuring that reports you write are accurate and contain relevant information is a fundamental part of your role.

As a Team Leader you will assist in training/development programmes under the direction of the Manager/Co-ordinator e.g. by demonstrating and observing practice. You will be expected to continue your own personal development which will include attendance at training courses.

You will also ensure high standards of hygiene and cleanliness are maintained throughout the workplace.

You will be working with service users who may have restricted mobility and/or challenging behaviour. These service users may require support/lifting for personal care tasks e.g. getting out of bed, dressing, toileting and bathing. As part of your role you will be required to undertake Movement and Handling and/or Management

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of Aggression and Violence training to help you support our service users and assess and reduce risks to yourself, colleagues and service users.

You will be expected to carry out your duties in line with the Council's policies, procedures and relevant legislation. You will be made aware of these in your appointment letter, statement of particulars, induction, ongoing performance management and development and through Council communications.

As part of your wider duties and responsibilities you are required to promote and actively support the Council's responsibilities towards safeguarding. Safeguarding is about keeping people safe and protecting them from harm, neglect, abuse and injury. It is about creating safe places, being vigilant and doing something about any concerns you might have. Safeguarding relates to everyone who may be vulnerable, not just the very old and the very young. Please see your responsibilities related to [safeguarding](#).

KEY RESULT AREAS/OUTCOMES

- Service user's needs are met by residential services which exceed essential set standards.
- Effective working relationships are developed and maintained with other professionals and partner agencies.
- Support packages are developed and implemented to meet the individual needs of service users.
- Information is communicated effectively through handovers.
- Staff receive appropriate instructions to ensure the smooth operation of each shift.

RESPONSIBLE TO: CO-ORDINATOR

RESPONSIBLE FOR: WORK ALLOCATION OF THE TEAM

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PERSON CHECKLIST

The right behaviours and attitudes are as important to us as the skills you bring to the job. We expect all our employees to demonstrate the following behaviours:

- Positive
- Honesty
- Respectful
- Flexible
- Communicative
- Supportive

We also expect you to promote and role model the Council's Expectations of a New Council employee within the organisation.

This role is at level 1. The Council's [Behaviours and Expectations](#) will be tested throughout the selection process.

For Recruitment Purposes: In order to be considered for this role you will need to demonstrate the following skills, abilities and experience on your application form:

Experience of working in a relevant care setting.
Awareness of current care practices and standards.
Commitment to delivery of quality care provision.
Ability to challenge practice that does not meet requirements/standards.
Ability to demonstrate literacy skills to write reports and maintain service user records.
Ability to work flexibly; working shifts including evenings, weekends and bank holidays.
Willingness to undertake an enhanced Disclosure and Barring Service check. Please note that a conviction may not exclude candidates from appointment but will be considered as part of the recruitment process.
You will be working with service users who may have restricted mobility and/or challenging behaviour. Following an offer of appointment you will be required to undertake a standard medical screening and any other medical screening as determined by the Occupational Health Unit appropriate to occupational risk.

Reference No	RDO006
Prepared By/Amended By	EM/TM
JD Amended On	EC 14/11/2014 – 03/17
Graded	JK 17.07.10
Job ID	61101

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