

**Job Description**

**And**

**Person Specification**

**Job Title: Team Leader**

**Responsible to: Deputy Manager / Registered Manager**

**Location: Lincoln**

**Salary: £26,235- £28,000\* (dependent on qualifications and experience)**

[[1]](#footnote-0)

1. **Job Description**

**Job Purpose**

To support the Registered Manager and Deputy Manager in the day to day running of the children’s home including deputising for them as and when required. The team Leader will provide focus for each shift including the daily logs, handover, care plan updates, daily home-maintenance tasks, recording and reporting, key work planning and medicines administration. As directed by the Deputy Manager, the Team Leader will also carry out medication audits, ensure that RSW supervisions are completed, and assist in supporting the rota cover.

The post requires participation in the sleep in rota and at Band 3 will also require some on call support as directed by the Deputy or Registered Manager.

**Post holders must have a Level 4 qualification to apply for this role.**

The role is evaluated using 14 areas of competency and successful candidates will be able to demonstrate knowledge and abilities in the following area:

**Information and Communications Technology (use of an on line recording system)**

• Accurately and consistently applies company policies and guidelines to the use of electronic records management, physical records management.

• Demonstrates understanding of Information and Communications Technology (ICT) requirements to undertake own role and can apply as appropriate.(Clear care training will be given.)

• Able to maintain electronic and paper filing systems so that information can be readily retrieved.

• Has a working knowledge of I.T. security (keeping work safe digitally) and can employ this skill in every day professional practice and is able to communicate this need to others.

• Demonstrate a basic understanding of responsible use of technology (such as using simple rules of etiquette in email).

• Encourages staff development and training for new IT applications.

• Participates in online learning opportunities

**Communication**

• Uses appropriate information and communication technology and language skills to observe, record and report.

• Puts forward their own views in a clear and constructive manner, choosing an appropriate communication method, e.g., email/ telephone/ face to face.

• Seeks clarification to ensure they have been understood.

• Shares information with colleagues when appropriate.

• Ensures information is presented in line with the requirements of the Company.

• Provides accurate, timely information (oral/written)

• Asks appropriate questions to clarify information/ needs.

• Prepares routine written communications that are accurate, clear, concise, and well-organised.

• Develops understanding of others’ views using questioning and listening skills.

• Communicates clearly and concisely in a timely manner all matters regarding safeguarding and child protection.

**Business Alignment (understanding business needs)**

• Knows how most departments and teams within the organisation operate and relate to each other.

• Understands organisational structure and how areas interconnect and work with each other.

• Understands Spring Care for You’ vision and how this relates to business objectives and what the organisation is trying to achieve.

• When making decisions considers the wider implications.

[[2]](#footnote-1)• Has cross functional awareness of the different team and departments

• Actively networks with others both internally and externally to achieve best practice.

• Identifies organisational risk and takes effective measures to minimise those risks.

• Actively takes responsibility for business improvement/development at own level by taking part in/providing feedback through organisational working groups, i.e., **Managers Development Group**

**Leadership & Team Working**

• Supports an environment that is driven by Spring Care for You’Limited’s values.

• Is able to demonstrate an awareness of the benefit of working as part of a team.

• Readily contributes to team initiatives and team meetings.

• Ensures own tasks and activities add value to team goals and objectives.

• Accepts responsibility for own work and behaviour.

• Demonstrates flexibility and willingness to step out of comfort zone to support team and goals.

• Embraces and supports change with the ability to guide others through a change process.

• Proactively shares information and learning with colleagues.

• Positively embraces change.

• Makes time for the team - e.g. makes him/ herself visible and available.

• Treats others with respect; encourages and appreciates individual contributions.

**Health, Safety & Wellbeing**

• Aids in promoting positive Health and Safety practices within their workplace.

• Knows where to go to request Health and Safety training.

• Is aware of and able to apply Health and Safety controls in respect of the prevention of accidents.

• Works with others to improve safe working practice and the environment.

• Is familiar with their own immediate Health and Safety management structure.

• Is able to provide practical suggestions to Line Management on Health and Safety as far as knowledge permits within their immediate workplace.

• Is aware of Health and Safety issues and the prevention of accidents.

• Is able to undertake basic Risk assessment.

• Follows COSHH and risk assessments as appropriate.

**Data Protection/ Confidentiality**

• Ensures compliance with legal and ethical aspects of data holding and dissemination in own area.

• Takes responsibility for the security of their own data and the data of others.

• Encourages and supports a safe culture of information sharing within Spring Care for You.

• Use established procedures to maintain security of paper-based data, computer files, and oral communication as it relates to records/data.

• Understands different formats and types of sensitive data; risks associated with poor practice; who is entitled to access records/data.

• Apply organisational protocols and principles for the storage and security of personal data.

• Maintain individuals’ rights to confidentiality by ensuring compliance with national and local policy and guidance.

**Flexibility & Adaptability**

• Anticipates having to adapt work methods to changing technology and environments.

• Considers problems from all new perspectives and can expand on the thinking or solutions proposed by others.

• Adapts to new ideas and initiatives relevant to own area of work.

• Changes or modifies their approach/style in order to reach desired goals.

• Quickly focuses on new topics.

• Recognises when to adapt personal style to meet the needs of others.

• Looks for ways to make changes work rather than only identifying why change will not work.

**Attention to Detail**

• Demonstrates attention to detail in circumstances where there is minimal pressure to complete work quickly.

• Completes work independently, rarely requires editing or review by others.

• Demonstrates acceptable work standards.

• Completes all work according to procedures and standards.

• Double-checks the accuracy of information and work product to provide accurate and consistent work.

• Writes down important details in messages or communications so the details are not lost or forgotten.

• Maintains good systems and records.

• Checks own work for accuracy and completeness.

• Provides information on a timely basis and in a usable form to others who need to act on it.

**Safeguarding**

• Recognises different ways in which Children & Young People can be harmed (physical, sexual, emotional and neglect) including child sexual exploitation, technology and domestic abuse, demonstrating knowledge, commitment and confidence in responding appropriately.

• Demonstrates an awareness of the Local Safeguarding Children Board (LSCB) and its remit.

• Responds appropriately to immediate safety issues in relation to a particular child and other children within the household.

• Understands when they are required to consult with a manager/designated person or other professional to seek support and guidance, and understanding their own boundaries of personal competence, roles and responsibilities.

• Demonstrates an understanding of the potential impact and importance of personal values and attitudes around recognising and responding to abuse and neglect.

• Effectively demonstrates the role of assessment, planning and review in effective service provision as relevant to their role.

**Professional Development/ Qualifications and Practised Knowledge**

• Actively engages with the Personal Development Plan and appraisal process.

• Understands changes to policy or procedure and the impact of this on their work.

• Awareness of own level of performance in the role and takes corrective measures where necessary to improve performance.

• Identifies what learning and development they need to do their job effectively.

• Seeks feedback on own strengths and development areas.

• Self-motivated, shows energy and determination to perform at the highest level for own role.

• Agrees personal development and career goals with line manager.

• Shares learning with peers and Managers as appropriate.

• Keeps up to date with changes to protocols and procedures.

• Turns work situations into learning opportunities.

**Positive Behaviour Support**

• Minimises any restriction of activities or movement; and uses positive non-restrictive intervention strategies when needed in emergency situations.

• Directly supports children and young people to access things that are important to them and balances this with the things that are required for them to have a good quality of life.

• Demonstrates the appropriate level of support to children and young people, rather than doing too much for them, or not engaging with them.

• Acts as a key worker for one child/young person or more.

• Understands the central functions and responsibilities of one’s own role and the roles of others to support the wellbeing of children and young people.

• Supports children and young people to maintain physical health and wellbeing (cleaning teeth, healthy eating choices, weighing self and exercise).

• Support others to complete training/support programmes and ensure resources are available.

**Self-Awareness**

• Acknowledges when one is “out of one’s depth” and seeks out the appropriate training and/or coaching.

• Possesses a strong work ethic; manages own workload autonomously.

• Implements techniques for managing stress or challenges in day-to-day work situations in order to maintain momentum and diffuse conflicts (e.g., remains calm, actively listens and focus’ on the positive).

• Recognises personal work capacity and limitations; manages own time, work and emotions accordingly.

• Is self-motivated; corrals personal energy into a momentum-building rhythm.

**Therapeutic Working**

• Using empathy and acceptance with staff when incidents have occurred. Using debrief sessions to reflect on how to improve practice.

• Encourages the initiation of interactive repair of the relationship with the child/YP when disagreements or conflict has arisen with staff members.

• Can acknowledge their mistakes or when they have become defensive.

• Recognises factors in themselves and other staff that might affect how they can connect emotionally with the YP.

• Sets the emotional tone in the home using reflective practice when incidents occur to understand the underlying cause of the behaviour.

• Maintain an awareness of the Shield of shame, in themselves and others.

• Effectively uses in supervising other members of staff and promoting a reflective approach to work.

• Develops Therapeutic Behaviour Support Plans for the young person which reflect the therapeutic approach in the management of behaviours.

• Understands the differences between the use of incentives and rewards and how these can be used to compliment Therapeutic Parenting.

• Ability to set and maintain boundaries.

• Able to give praise and feedback in a therapeutic manner, e.g., using it for specific events or behaviours.

**If you believe that you have the necessary skills and competencies to fulfil the position please contact** [**recruitment.springcareforyou@gmail.com**](mailto:recruitment.springcareforyou@gmail.com) **for an application form.**

**Interviews are held virtually and face to face and therefore if you have any accessibility issues please let us know so that we can make reasonable arrangements.**

1. The £28,000 is the salary at Band 3 and includes OFSTED related performance bonus and £500 on call allowance [↑](#footnote-ref-0)
2. [↑](#footnote-ref-1)