## JOB DESCRIPTION:

| **Job Title** | **Team Leader** |
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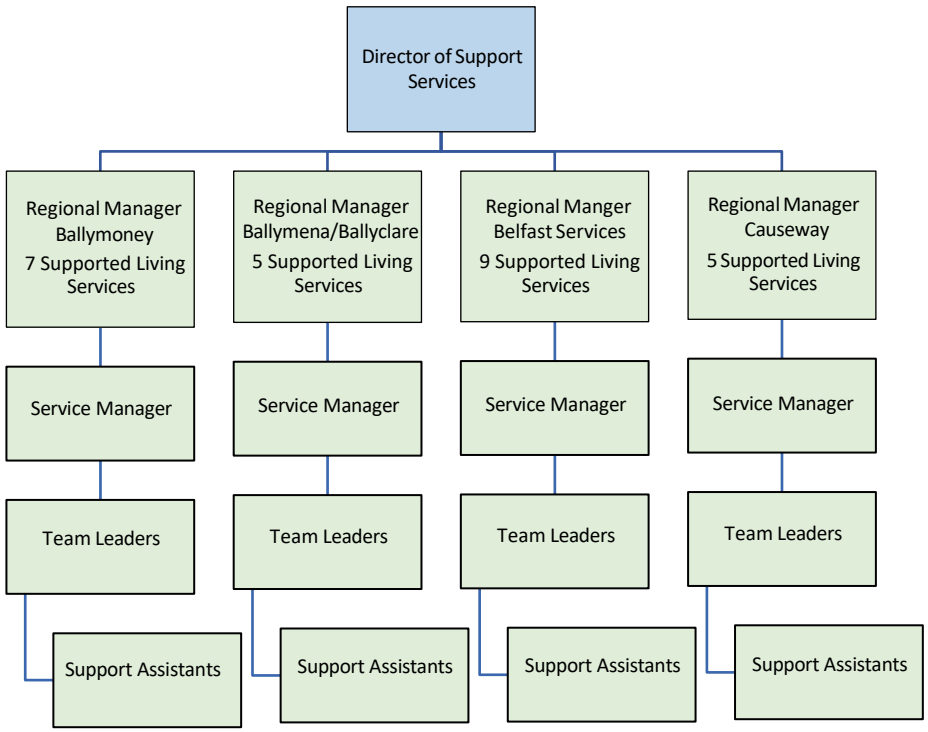
| Directorate | Support Services |
| Grade | Team Leader |
| Salary Range | Band 3 (Level 1 – 4) |
| Reports to | Service Manager |
| Budget responsibility | N/A |
| People Manager responsibility | N/A |
| Number of direct reports | 0 |
| Indirect reports | 0 |
| Locations / Usual Base | As per job advert |
| Hours of work | As per contract |

**Organisation Chart:**




**NB: Please note not all services have Team Leaders**

| **Job Purpose:** |
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| To work with service users and co-ordinate the staff team to deliver high quality personal care and housing support services to individuals with a learning disability/challenging behaviour, enabling them to lead a full and integrated life in the community in which they live. Care and support must be delivered in accordance with the Association's Core Values, Customer Service Standards and Customer Service Guide. In line with the "duty of care" staff must actively challenge any dangerous, abusive, discriminatory, or exploitative behaviour or practices that place individuals at risk. Please note you are applying for a post working with people with a learning disability/complex needs who may also have a forensic background. You should be aware that given the nature of the disability of some of the service users with whom you will be working you may witness or experience behaviours that challenge. This could result in behaviours being displayed by the service user towards themselves, other service users or staff. Given this you should consider your application carefully and whether your qualities/skills are complimentary to working in such an environment. |

| **Typical Shift Patterns:** | |
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| Team Leaders work on a rota, with shift patterns determined by the needs of each service and the people supported. Applicants must be available to work days, evenings, weekends, bank holidays, sleepovers and waking nights, as required.<br><br>Team Leaders may also be required to support tenants during holidays lasting from a weekend to two weeks. | |
| **Day shift examples** | 10.00 am–10.00 pm<br><br>8.00 am–10.00 pm |
| **Sleepover shift examples** | 10.00 am–10.00 am<br>(Sleep period: 11.00 pm–7.00 am)<br><br>2.00 pm–10.00 am<br>(Sleep period: 11.00 pm–7.00 am) |
| **Split-shift example** | 8.00 am–10.00 am / 2.00 pm–10.00 pm |
| **Waking-night shift examples** | 10.00 pm–8.00 am<br><br>8.00 pm–8.00 am |

**Key Responsibilities:**

- Co-ordinate with the service user the planning, development and implementation of their care/support plans which will include any programme advised by a relevant professional. Evaluate and record progress regularly and support participation in reviews/meetings.

- Support service users with intimate personal care needs, ensuring that their independence is promoted, and they are afforded appropriate levels of privacy and dignity.

- Support service users' access and take part in a range of activities including recreational, educational, leisure, spiritual thus promoting social inclusion and integration in their local community.

- To support service users to participate in the running of their home, assist with developing their life skills

- Communicate with service users, team members, manager, families/carers, and professionals which may have relevance to the service user's wellbeing, ensuring continuity of the quality and safety of the service delivered

- Ensure medication is ordered, stored, and administered in accordance with the Association's Medication Policy, Procedures, and training

- Participate in the safe handling of all Association's and service user's monies held and controlled within the service as per procedure.

- Involve service users in making decisions about the services they receive and provide information within agreed timescales which are crucial to customer satisfaction.

- Take responsibility during the shift for the day-to-day operation, overall care, and support of the services users, delegate tasks to support staff to meet the needs of the service users.

- Provide leadership to support staff promoting good working relationships and encouraging teamwork to maintain a harmonious environment for service users and staff.

- Co-ordinate and provide guidance to support staff and manage the key worker system to maintain high standards of practice to ensure compliance with relevant legislation, policy and procedures.

- Actively participation in team meetings, handovers, and Performance Reviews

- Ensure attendance and participation in any internal and external personal development training, conference days etc.

- Contribute to the Association's vision, mission and values and adhere to all policies/procedures such as Code of Conduct/Attendance. and including the NISCC code of

conduct Adhere adherence to all policies and procedures such as Managing Attendance Procedure.

- Encourage good practice and actively support members of the team in their induction and training
- Record and report any incident/accident or concern to your line manager (or in their absence Regional Manager) immediately.
- Participate in Triangles quality management systems, audits, and reviews.
- Carry out work in accordance with Health and Safety policy, procedures, training, and guidance within Risk assessments.
- Refer all matters concerning discipline, grievance, incidents, and complaints to the service manager and participate as required.
- Be available to meet and willing to undertake the shift pattern which may include waken night duty, sleep overs, weekends and bank holidays on a rota basis.
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**NB:** Specific duties will vary from time to time: the above list is intended to indicate the general nature of the post and is not exhaustive. The post holder will be expected to be flexible in supporting the Support Services Directorate by undertaking any responsibilities which are commensurate with this grade. The post holder must at all times observe the strict rules of confidentiality applicable to work in Health and Social Care.

| **Working Relationships:** |
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| The Team Leader will need to establish and maintain effective working relationships with the following:<br>• Service Manager, the Positive Behaviour Support Manager and Participation and Engagement Manager<br>• Staff Teams within Support Services Directorate<br>• Families/carers<br>• Multi-disciplinary Team<br>• RQIA, Supporting People<br>• Local councils, Community groups |

## PERSON SPECIFICATION:

| **Essential Criteria** |
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| • Have a minimum of 2 years' experience in a care/support role<br>AND<br>• Be willing to complete a Level 3 qualification in Health & Social Care if equivalent qualification is not already held.<br>• Must register with the Northern Ireland Social Care Council (NISCC) upon appointment (if not already registered) |

| **Desirable Criteria** |
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| • Level 2 qualification In Health & Social care or equivalent<br>• Experience of supervising staff<br>• Previous experience of providing care/support to individuals with learning disabilities/complex needs including autism and challenging behaviour<br>• Full, current driving licence and use of a car which is insured for business use OR Can demonstrate mobility to carry out the functions of the job |
| **Skills/Attributes** |
| • Leadership skills and ability to motivate a team<br>• Demonstrate the values of the organisation<br>• Possess good interpersonal, organisational, and decision-making skills.<br>• Be able to prioritise work, meet set objectives within timescales and adapt to change.<br>• Show compassion, empathy, and consideration to others<br>• Be accountable and responsible for your own work and that delegated to others<br>• Willing to learn and develop skills to meet the requirements of the job role<br>• Be open, honest, and trustworthy<br>• Be reliable and flexible to meet the needs of the service<br>• Be Positive and friendly |

Please Note: Triangle reserves the right to establish additional criteria to facilitate short-listing