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| **Service and job specific context statement** |
| **Directorate:** | Health and Adult Services |
| **Service:** | Care & Support |
| **Post title:** | Team Leader (Reablement or Provider) |
| **Grade:** | H |
| **Responsible to:** | Registered Manager  |
| **Staff managed:** | Manage operational frontline staff |
| **Date of issue:** | April 2017 |
| **Job family:** | **C&S - Care & Support** |

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| Job context |
| As a Team Leader you will work in either of the services described below:

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| **Provider Service** | **Independence, Reablement & Recovery Service** |
| You will directly report to a Registered manager. You will be responsible for ensuring that the direct care and support provided by North Yorkshire County Council within a person’s own home is safe, effective, responsive, caring and well led. You will lead and manage a team of staff who provide personal care within people’s own homes in the community or in extra care settings These services may include: * Older people’s day services, respite or residential services
* Domiciliary care services provided in the person’s own home based within a local community or with an extra care scheme.

You will be required to work evenings and weekends as part of a 7 day service. There will be posts that will specifically cover nights. Enhanced DBS clearance is required. This role involves spoken communications so a confident use of English language is required. | You will report to a Registered Manager and lead and manage a delivery team of Care & Support staff who provide direct reablement\* and care and support services within the Independence, Reablement and Recovery service. There are two distinct parts to this service, an assessment function and a reablement delivery service. \*Reablement is about working with adults with care & support needs and/or carers to regain skills and confidence in particular tasks or activities of daily living. This service will operate as an ‘intake’ team into adult social care and will offer time limited interventions with the aim of maximising a person’s independence and recovery. We see the majority of Adult Social Care assessment to be completed within this service, and only those with on-going social care need will transfer to Planned care and Support through a coordinated review. The reablement\* delivery service is up to 6 weeks. The Care & Support Workers in your team will work in a range of settings, including resource and day centres, but their main focus will be on working with adults in their own homes in the community. Making best use of existing mainstream services and resources including the voluntary sector to encourage social inclusion and help adults and carers achieve their personal goals and lead rich fulfilling lives. At times this will also involve provision of personal care along with reablement tasks.The Independence, reablement and recovery service will be a generic adult social care team and will provide services to adults with care and support needs and carers, these may include people with a learning disability, autism, older people and people with physical disabilities. Sensory services will maintain a specific specialism within Care and Support.You will be required to work evenings and weekends as part of a 7 day service.Enhanced DBS clearance is required. This role involves spoken communications so a confident use of English language is required. |

NYCC is committed to taking all reasonable steps to protect our staff teams and the community we serve. As this role involves working closely with our most vulnerable client groups, post-holders must have received both doses of an authorised COVID vaccine, plus a booster dose, or have a valid medical exemption. |
| Job specifics |
| * Responsible for the performance of a team of Care & Support Workers, including supervision, appraisal, performance management and taking a proactive approach to monitoring and managing sickness absence, including dealing with issues arising from sickness absence within the team.
* Recruitment selection and induction of Care & Support Workers.
* Ensure that the team works within Care Quality Commission (CQC) and NYCC policies and procedures.
* Assist in the development and maintenance of multi-disciplinary partnerships with other organisations, including health providers and District Council colleagues.
* You will undertake and monitor the induction of new starters supporting their completion of the skills for Care Induction.
* Ensure Care & Support staff work in accordance with personalised care and service plans.
* Agree and organise services for new/ transferring people.
* Ensure clear arrangements are in place regarding the provision of unscheduled care to residents, adults and carers in emergency situations.
* Ensure effective communication with adults with care and support needs and carers using the service, families, and others involved in caring for residents.
* Plan and implement rotas for staff cover, organise and ensure adequate staffing cover, authorisation of timesheets and other payments.
* Ensure risk assessments are carried out and that your team work within the Risk Management framework
* Responsibility for the health and safety and welfare of all staff in your team.
* Appraise your line manager of matters arising which are particularly sensitive in nature or are controversial.
* Deal with any complaints assigned.
* Engage with the local community and Stronger Community colleagues to support the engagement of adults with care and support needs with the local activities and resources.
* Deputise for the Registered Manager as appropriate.
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| Career progression |
| Possible future career options for the Team Leader could be to work as a Social Care Coordinator undertaking assessments and reviews to determine a person’s level of need or as a Registered Manager responsible for leading and managing a range of Senior Care & Support Workers and staff who provide direct reablement and care and support services and ensuring those services comply with both the Care Quality Commission and NYCC policies and procedures.  |

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| Structure |
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| **INDEPENDENCE, REABLEMENT & RECOVERY STRUCTURE**IndependenceTeam Managers Grade MSocial Worker/AssessorsBand 11-Band 12Occupational TherapistsGrade J-Grade K | Locality Head ofCare & SupportSM2 Service Managers Grade N  Planned Care & Support Team ManagersGrade MRegistered Managers Reablement Grade KSocial Worker/AssessorsGrade J-Grade KTeam LeaderGrade HSocial Care CoordinatorsGrade ICare & Support Workers - ReablementGrade DIndependence CoordinatorsGrade F |

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| PROVIDER SERVICESTRUCTURE: | Head of Provider Services SM2 Service Manager Grade M x 3Supported Employment Manager Grade K x 2Service Manager Extra care Grade M x 1  Registered Managers Band 12 x 24Elderly Person’s Homes – across North Yorkshire LD day servicesLD respite servicesCountySupported Employment Officers Grade H x 12Registered Managers Band 12 x 7Team Leader Grade Hx 36Care & Support Workers Grade C |

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| Job Description |
| **Directorate:** | Health and Adult Services |
| **Service:** | Care & Support |
| **Responsible to:** | Registered Manager  |
| **Staff managed:** | Manage operational frontline staff |

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| Job purpose | Responsible for ensuring that the direct care and support provided by a team of Care & Support Workers is safe, effective, responsive, caring, well led and complies with both the Care Quality Commission regulated activities and NYCC policies and procedures. |
| Operational management | * To be an authoritative source of information advice and guidance, both for adults with care and support needs, carers and colleagues on services, policies and processes including complex queries
* To contribute to the continuous improvement of procedures and processes and identification of potential efficiencies.
* To work collaboratively with colleagues in the Service to meet changes in demand.
* To support operational managers with their requirements
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| Communications | * Communicate effectively using the most appropriate method – orally or in writing with adults with care & support needs and carers, customers and any external partners in order to achieve best outcomes
* Communicate effectively and positively with members of the team to develop good relationships and ensure service delivery
* Maintain key records and guidance documents to support the team and ensure delivery of the service in accordance with performance targets
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| Partnership / corporate working | * Maintain effective working relationships with partners and other external stakeholders to ensure the quality of service delivery is maintained for the service Work in partnership with Health, Voluntary and Private Agencies, families and carers.
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| Resource management | * Line manage staff in the team as directed by line manager effectively to ensure the service is delivered
* Recruitment of competent staff in accordance with procedure
* Ensure that quality of service is maintained by undertaking regular checks or work undertaken by the team.
* Manage team performance against the service level agreements in place.
* Assist the Registered Manager in budget monitoring as required.
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| Systems and information  | * Support the team to ensure accurate an comprehensive database of records is maintained
* Be aware of policies and relevant legislation relating to confidentiality document retention and archiving and support the team with this
* Support manager in developing systems to verify the levels of work being carried out by the team
* Provide appropriate reports/statistics from operating systems to support and monitor the service as requested
* Ensure appropriate training is provided
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| Strategic management  | * Contribute to the achievement of on-going and continuous improvement for the team
* Raise issues with service manager for direction or action when dealing with exceptionally complex cases
* To work unsupervised and take responsibility for own workload dealing with complex issues, delegating work, as appropriate
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| Safeguarding | * To be committed to safeguarding and promote the welfare of children, young people and adults, raising concerns as appropriate.
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| Person Specification |
| Essential upon appointment | **Desirable on appointment** |
| Knowledge* Knowledge and understanding of Adult Social Care provision.
* Knowledge of current best practice in the provision of social care services to older people and adults.
* Knowledge and understanding of community/domiciliary services for adults with social care needs and related National Care Standards and Regulations.
* Knowledge of adult safeguarding issues and procedures.
* Working knowledge of use of equipment such as hoists, wheelchairs, lifelines and other assistive technology.
* Knowledge and good understanding of how Equality & Diversity, Dignity & Respect, and Human Rights will apply to this role.
* Knowledge of local community resources and universal services.
* Knowledge of the spectrum of conditions including Autism, MS, Dementia etc.
* Have a good knowledge of maintaining a safe working environment; and Data Protection and confidentiality
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| Experience* Experience of the management of resources in a changing organisational environment, including human and financial resources.
* Experience of adult social care operations or a related area.
* Managerial/supervisory experience in adult social care operations or a related area.
 | * Experience of supporting staff through periods of change
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| Occupational Skills* Ability to effectively manage and supervise the work of a social care team within a complex and changing organisation.
* Ability to communicate clearly and effectively with adults receiving services, carers and other professionals as necessary
* Ability to communicate clearly and concisely in writing using language which is understandable to the reader and to complete routine paperwork
* The ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post.
* Ability to relate well to different individuals
* Ability to effectively cope with conflicting demands.
* Ability to identify possible causes of problems and implement or suggest solutions to minimise future occurrence.
* Understand a support plan, and be able to complete daily and medication record sheets
* Ability to use creative solutions that enable people to maximise their independence including assistive technologies
* Ability to work as part of a multi-agency team, and at times take direction from staff from other agencies.
* Share skills, knowledge and experience in working towards common goals
* With guidance as necessary, be able to act on behalf of individuals effectively (e.g. to access GP, District Nurse, Benefits Agency, etc.)
* Good level of organisational skills, ability prioritise and manage own workload with assistance
* Ability to manage quality and service standards including dealing effectively with complaints.
* IT skills
* Ability to manage within a Risk Assessment Framework.
* Contribute to the resolution of complaints in conjunction with the line manager.
 | * Performance management skills, setting targets, objectives and standards and effective monitoring of results.
* Effective team leadership skills.
* Staff learning & development skills including identification of needs and working to meet them.
* Service planning and project management skills.
* Budget management and financial administration skills.
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| Professional Qualifications/Training/Registrations required by law, and/or essential for the performance of the role* An NVQ level 3 in Care/Promoting Independence or CQF Level 3 Diploma in Health & Social Care

(Candidates will be required to have a minimum of NVQ Level 2 Care/Promoting Independence or QCF Level 2 Diploma in Health and Social Care and to give a commitment to achieving a QCF level 3 Diploma in Health & Social Care within 12 months of commencing in post.) | * A management qualification
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| Other Requirements* Ability to travel across the County
* Requirement to work evenings and weekends on a rota basis as part of 7 day service
* Requirement to participate in out of hours cover and on call arrangements.
* Ability to attend meetings outside of normal business hours
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| Behaviours  | [Link](http://www.northyorks.gov.uk/article/23524/What-you-should-know-before-applying-for-a-job) |

**You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process**.