

East Park

Job Description

Job Title:	Team Leader
Responsible to:	Care Services Manager
Responsible for:	Deputy Team Leader
Working Environment:	Internal / External
External Contacts:	Various
Date of Last Review:	May 2019

JOB PURPOSE

The Team Leader is responsible for the management over 24 hours of a designated part of the residential service, i.e. one long-stay accommodation house. In line with the values of Getting it Right For Every Child (GIRFEC) and Curriculum for Excellence (CfE), the Team Leader will work collaboratively with others, as a member of the team around the child, to promote the well-being of children and young people and to ensure that for all resident young people, East Park is a safe, nurturing and valuing environment in which to grow and learn.

KEY RESPONSIBILITIES

The main responsibilities of the Team Leader are to:

- Children/Young People
- Parents/Carers and Families
- Staff Team
- The Organisation
- Statutory Requirements
- Professional Responsibilities

CHILDREN AND YOUNG PEOPLE

In line with the well-being indicators of Getting it Right For Every Child (GIRFEC), the Team Leader will:

SAFE

- Use a risk management approach to keeping children and young people safe and secure in all aspects of their daily life by implementing interventions which strengthen protective factors and address or minimise risk
- For children/young people, who need support with their behaviour, ensure that this complies with organisational policies, good practice and National Guidelines e.g. Holding Safely
- Promote a strong awareness of safeguarding issues across the staff team
- Encourage children & young people to be aware of personal safety, personal privacy and personal space
- Ensure that children & young people are aware of relevant East Park protective policies and procedures and that they know who they can speak to if they are feeling unhappy or unsafe. Ensure access to appropriate communication methods to facilitate this
- Ensure every resident child or young person has access to independent advocacy via a Who Cares? Scotland representative who will act on their behalf and represent their wishes

HEALTHY

- Ensure that the health care needs of every child, including their emotional and mental health needs are identified and appropriate steps taken to address these
- Ensure that children & young people's individual health care protocols are developed and effectively implemented in line with organisational policy and best practice, seeking internal and external professional support and advice for this where appropriate
- Ensure that all health appointments (including medical, dental and optical) are made and kept
- Support the staff team, particularly those in the key worker role, to help children and young people to recognise their own health needs and to make healthy lifestyle choices

ACHIEVING

- Work collaboratively with education colleagues to promote the 24 hour curriculum
- Support the child or young person to develop and use personal strengths
- Be ambitious with and for children & young people and actively support them to reach their potential
- Implement an outcomes-based approach to support and evidence children and young people's on-going development and achievements and support the staff team in embedding this approach into practice

NURTURED

- Support the physical, emotional, and social development of each child & young person
- Ensure the specific needs of children and young people with autism are met within the context of an autism aware environment
- Support the child and young person through change, life stages and transitions by working collaboratively with all key people in their life including professionals and family/carers
- Ensure a nurturing and consistent approach by a consistent staff team by effectively managing 24-hour staffing and individualised support within the house

ACTIVE

- Ensure that children and young people have the opportunities to participate in activities such as play, recreation and sport with peers in the community
- Ensure that children and young people have the opportunity to maintain existing social networks and also to try new experiences and activities of interest so contributing to healthy growth and on-going development of social skills

RESPECTED & RESPONSIBLE

- Ensure that children's rights are upheld and their best interests actively pursued
- Ensure that there are systems in place to support children & young people to express their views in relation to all decisions about them
- Support children and young people to learn appropriate skills in self-management, to develop an understanding of acceptable boundaries and an awareness and respect for the needs of others
- Ensure that young people's living environment is safe, valuing and maintained to a high standard

INCLUDED

- Encourage the use of community and public facilities and participation in all aspects of ordinary living
- Encourage and facilitate young people's attendance and participation in their Social Work Care Planning Reviews and other relevant meetings

- Monitor and oversee the development, implementation and reviewing of high quality, individualised care and support plans, and ensure the effective implementation of the agreed plan through active participation in the multi-disciplinary process
- Ensure that the whole staff team develops positive working relationships with all relevant agencies that have a role in the care, education, health and well-being of the child/young person
- Ensure that children & young people have the opportunity to express their views in relation to service design and development

PARENTS / CARERS AND FAMILIES

- Work in partnership with parents/carers and significant family members, sharing information, knowledge and skills especially in relation to care support plans and behavioural strategies
- Contribute to ongoing family cohesion by supporting, encouraging and facilitating continued involvement and good relationships between the child/young person and their family and friends
- Establish and maintain good working relationships with parents/carers and other family members and if necessary act as a link between them and other agencies
- Ensure communication with parents/carers meets agreed contact arrangements and protocols especially in relation to emergencies, incidents and reporting of health issues
- Proactively seek ways to increase the participation of parents, carers and families in the design and delivery of the service

STAFF TEAM

- Lead by example within the staff team in setting standards for working practices in line with the SSSC Code of Practice to maintain Care Inspectorate standards to a high degree
- Identify staff training needs and ensure they are addressed
- Supported by the East Park Learning & Development Department, support the staff team to participate in their external and internal mandatory training requirements, facilitating access to the resources and support needed to maintain up to date and appropriate skills, knowledge and qualifications
- Promote reflective practice and self-evaluation across the staff team and encourage team members to take responsibility for their own personal and professional development and learning
- With the Care Services Manager, review staffing and budgetary requirements to meet the children/young people's health, safety, physical, social and behavioural needs
- Utilise staff and other resources in the most cost-effective way possible
- Organise and lead Team Meetings or other meetings as required
- Delegate tasks and responsibilities to Depute Team Leaders and support workers according to their level of skill, experience and qualifications to further develop their competencies and effectiveness
- Ensure the staff team are clear about organisational policies and procedures and are aware of their responsibilities in the event of unusual or unexpected occurrences or emergencies
- In conjunction with the Depute Team Leader, provide Performance Review and Development sessions to all members of the staff team and maintain an up to date register of the sessions
- Ensure individual team members' competencies to carry out their role effectively are maintained and implement systematic monitoring and reviewing processes in support of this
- Participate in the preparation and delivery of in-service training, as appropriate
- As an SVQ Assessor, support staff undertaking SVQ qualifications

ORGANISATION

- Maintain quality standards of care as set out by the Care Inspectorate and in accordance with SSSC Codes of Practice
- Implement attendance management strategies and procedures in line with the Sickness and Absence policy
- Manage staff resources, especially staff rota, annual leave and replacements for absences and remain within the identified budget
- Manage physical resources including equipment, furniture and soft furnishings. Ensure they are used appropriately and maintained in good condition, reporting damaged and broken items to the appropriate person
- Maintain a safe environment for the children/young people, staff and visitors and report incidents in accordance with good practice and East Park's policies
- Ensure that team and service objectives are achieved, reviewed and evaluated and that they reflect, complement and feed in to the organisational objectives set out in the annual Operational Plan
- Contribute to the review of policies and procedures
- Ensure that all records and reports conform to East Park policy and guidelines
- Ensure appropriate maintenance, confidentiality and storage of documents relevant to the service
- Participate in the internal On-Call system
- With the Care Services Manager, participate in regular house audits of operational structures, processes and documentation
- Carry out other duties as reasonably required by the Care Services Manager or Head of Care Services
- Ensure adherence to fire regulations and to standards of health and safety at work
- Participate in meetings, working parties and committees established to develop or review policies, procedures or initiatives to improve service delivery and organisational development (e.g. Autism Accreditation, CALM, health & well-being)

MEETING STATUTORY REQUIREMENTS

- Maintain appropriate records as per East Park policy, Social Work and Care Inspectorate guidance
- In line with the Children & Young people (Scotland) Act 2014, actively promote and embed the values of GIRFEC and Curriculum for Excellence across service provision in order to support the learning, development & wellbeing of all children and young people at East Park
- Communicate appropriately with the child or young person's Named Person and fully participate in effective multi-disciplinary practice
- Prepare and present reports at reviews and meetings including statutory social work reviews, core group meetings and multi-disciplinary professionals meetings
- Ensure compliance with all relevant legislation
- Ensure that the practice and expressed values of the entire staff team are in accordance with the Equality Act 2010 and take action where deficiencies arise
- Maintain standards as defined by the Care Inspectorate, Education Scotland, Social Work Services, Scottish Social Services Council, National Autistic Society and CALM Training Services
- Adhere to Health & Safety legislation, implementing and maintaining a risk management approach to identifying hazards and reducing risks

PROFESSIONAL

- Keep abreast of relevant legislation, practice development, theory and research and take personal responsibility for one's own professional development and skills enhancement
- Maintain registration with appropriate professional body and adhere to codes of practice and statutory obligations (e.g. SSSC, NMC, CALM)
- Provide mentorship to students undergoing relevant training
- Provide clinical and professional service appropriate to qualifications, experience and skills

GENERAL RESPONSIBILITIES

- Any other duties as directed by the Care Services Manager or SMT
- To comply with East Park's Safeguarding policies
- To comply with East Park's Health and Safety policy
- To comply with East Park's Equal Opportunities policy
- To promote Confidentiality as detailed in East Park's Code of Conduct policy
- Promote East Park at all times
- Treat both internal and external colleagues with respect and secure effective working relationships with all colleagues across East Park

East Park Person Specification

JOB TITLE: Team Leader

KEY FACTORS	ESSENTIAL	DESIRABLE
Qualifications	<ul style="list-style-type: none"> • Nursing or Social Care qualifications acceptable to SSSC i.e. equivalent to SVQ4 • Ongoing registration with appropriate body (NMC, SSSC) 	<ul style="list-style-type: none"> • L&D9Di / L&D11 Award (or willingness to work towards this)
Work Experience	<ul style="list-style-type: none"> • Experience of working with people with learning disabilities, challenging behaviour, physical disabilities, complex health needs and autism spectrum disorder (ASD) • Support and supervision of staff in health or social care settings 	<ul style="list-style-type: none"> • Experience in residential or community settings • Experience in working with children and young people with disabilities and autism spectrum disorder (ASD) • Experience in education and/or care working environments • Experience of working in a charity
Knowledge	<ul style="list-style-type: none"> • Behaviour Support • Crisis Intervention • An awareness of children's rights • An understanding of the roles of a variety of disciplines working with children and young people e.g. social work, health, education • Knowledge of current child care and child protection legislation and practice 	<ul style="list-style-type: none"> • Activity schedules
Expertise & Skills	<ul style="list-style-type: none"> • Ability to work independently without close day to day supervision • Ability to communicate at all levels • Support and supervision of staff • Staff training • Motivating and developing individuals and teams • Self-reliant, able to work as part of a team to lead and motivate others • IT skills 	<ul style="list-style-type: none"> • Articulate with excellent oral and written language skills • Policy development and implementation • Specialist skills in: CALM; ASD and augmentative communication methods
Personal Qualities	<ul style="list-style-type: none"> • Team player 	<ul style="list-style-type: none"> • Conscientious in attention and application to detail

	<ul style="list-style-type: none"> • Enthusiastic and committed to ongoing self-development • Good time management • Can react positively and adapt to change • Willing to take on delegated tasks in a confident manner • Innovative and able to follow through developments 	<ul style="list-style-type: none"> • Effectively delegates and develops staff to achieve best potential • Manages and engages with team with honesty and integrity • Shares vision and encourages innovation • A genuine commitment to equality and diversity • Willingness to undertake any necessary training to update skills as and when required
Other	<ul style="list-style-type: none"> • Flexibility towards shift work and hours including night duty • Flexibility in work settings – may be required to visit any East park site 	<ul style="list-style-type: none"> • Driving licence