**DEAFNESS SUPPORT NETWORK**

**JOB DESCRIPTION**



**Job Title:** Supported Living Team Leader

**Responsible to:** Executive, Supported Living

**Location:** Northwich

**Competency Level:** Managerial

**Workplace Values:** The post holder will be expected to operate in line with our workplace values which are PRIDE:

**PERSONAL**: We always start with the person in developing people-centered services.

**RESPECT**: We respect people’s individual needs and treat everyone fairly and with respect.

**INCLUSION**: We promote and celebrate the culture, talents, aspirations, and achievements of all D/deaf people.

**DETERMINATION**: We are committed to delivering a better world for D/deaf people.

**EXCELLENCE**: We strive to provide high quality innovative services and be a great employer and communicator.

**Purpose of the role:**

To manage the day-to-day running of the Supported Living Service ensuring high standards of service delivery.

To ensure compliance with all regulatory requirements.

To work in partnership with service users, colleagues across the organization and stakeholders to ensure a quality delivery.

**Roles and responsibilities**

Managing the service

1. To ensure that the Supported Living service is managed in line with the organisation’s vision, mission and values.
2. To implement all policies and procedures (including safeguarding, equality and diversity, health and safety, staff development)
3. To ensure that the safeguarding of vulnerable adults is central to the Supported Living service.
4. To comply with requirements for CQC ensuring that all policies, procedures and records are in place and that staff are knowledgeable about these and have access to records.
5. To comply with regulations set out in the Social Care Act 2014, CQC compliance, learning disability framework etc.
6. To ensure that the standards of Service User support meet the requirements of all relevant legislation required within social care settings.

Managing the team

1. To manage the team of Senior Support Workers through effective supervision, training, development.
2. To work with the Senior Support Team to develop the Support Workers to ensure delivery of the service. To include support with recruitment, induction, training, supervision, appraisal, absence management.
3. To work closely with the Executive Supported Living to ensure all issues identified through service provision are effectively managed & responded to.
4. To monitor support given by staff to Service Users to maintain high levels of care.
5. To carry out good practice through communication with staff, team meetings, coaching, leading by example.
6. To work with the Senior support team and compliance administrator to ensure that the staff rotas are fulfilled and that good skills mix achieved within these.
7. To ensure that all statutory training is provided and maintained.

Administration

1. To work with the Compliance Administrator to ensure that all necessary documentation is maintained.
2. To ensure that the necessary documentation for each shift (plans, care notes, reports etc.) is recorded to a high standard.

External

1. To work in partnership with service users, families and agencies to obtain the best outcomes for the service users.
2. To attend Service User reviews, develop support plans and through these manage risk for Service Users.

General

1. To ensure that person-centred approaches are used within the service and promote a culture of dignity within the service, with Service Users’ rights and wishes central to this.
2. To progress own training and personal development
3. To carry out other reasonable duties as required by the Executive Supported Living.
4. To provide cover within the team if required.
5. To communicate in British Sign Language or in an appropriate manner with staff and service users relevant to their choices and needs.

**Person Specification**

**Job Title:** Team Leader Supported Living

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| --- | --- | --- | --- | --- | --- |
|  | Criteria | **E/D** | **A** | **I** | **T** |
| **Qualifications** | Educated to GCSE standard grade C (level 4) or above in English and Math’s, or ability to demonstrate equivalent knowledge | E | [x]  | [ ]  | [ ]  |
|  | NVQ 4 in management or equivalent experience | E | [x]  | [x]  | [ ]  |
|  | Previous registration as a service manager with the CQC  | D | [x]  | [ ]  | [ ]  |
|  | British Sign Language Level 2 or above, or ability to demonstrate equivalent knowledge | D | [x]  | [x]  | [ ]  |
|  |  |  |  |  |
| **Experience** **& Knowledge** | Experience of working within the six principles of the Care Standards Act 2000, including assessing and managing risk in a care environment | E | [x]  | [ ]  | [ ]  |
|  | Experience of working with adults with learning disabilities  | E | [x]  | [ ]  | [ ]  |
|  | Experience of managing staff, including recruiting, inducting, training, supporting and appraising staff. | E | [x]  | [ ]  | [ ]  |
|  | Experience of working in partnership with service users, families, and agencies. | E |  |  |  |
|  | Experience of assessing and managing risk within a care environment, including experience of CQC inspections | E |  |  |  |
|  | Experience of working within a supported living environment | D | [x]  | [ ]  | [ ]  |
|  | Experience of working with D/deaf and/ or deafblind people | D | [x]  | [ ]  | [ ]  |
|  |
| **Skills & Abilities** | Excellent written and communication skills, including use of Microsoft packages | E | [x]  | [x]  | [ ]  |
|  | Ability to work on own initiative & as part of a team, including a flexible working approach | E | [x]  | [x]  | [ ]  |
|  | Ability to prioritise and manage a fluctuating workload  | E | [x]  | [ ]  | [ ]  |
|  | Ability to persuade and motivate others | E | [x]  | [x]  | [ ]  |
|  | Good organisational and planning skills, including time management | E | [x]  | [x]  | [ ]  |
|  | Ability to delegate to others | E | [x]  | [ ]  | [ ]  |
|  | Good problem solving skills and ability to influence others | E | [x]  | [ ]  | [ ]  |
|  | Positive attitude and commitment to providing a good service | E | [x]  | [ ]  | [ ]  |
|  |  |  |  |  |
| **Other** | Full driving licence and own transport. | E | [x]  | [ ]  | [ ]  |

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| **Values & Behaviours**Ability to demonstrate, understanding and apply our workplace values. These are embedded in all roles and applicants must evidence their attitudes/behaviours as part of the application process.  | Positive attitude with good communication skills – good eye contact and clear lip pattern. Reliable and punctual.  | E | [x]  | [x]  | [ ]  |
| - **P**eople- **R**espect- **I**nclusion**- D**etermination- **E**xcellence | E | [x]  | [x]  | [ ]  |

**KEY:** **E** = Essential Criteria

**D** = Desirable Criteria