

## Job Description – Team Leader

**Job Title:**

Team Leader

**Place of Work:**

As directed by the Deputy Manager / Manager / Directors

**Responsible to:**

Deputy Manager / Home Manager/Area Manager

**Purpose of the Role:**

A team leader is responsible for the supervision of a team of support staff to ensure that young people receive a complete person centred care service. As an excellent role model, they will lead, delegate, supervise and assess the support workers practice. Due to the nature of the role, there is an expectation that you will provide direct high quality care and support to young people.

**Hours:**

40 hours a week on a rolling rota over a seven day period to include bank holidays.

On call duties, on a rolling rota.

**Duties and Responsibilities:**

Under the guidance and facilitation of the Home Deputy / Manager the duties of a team leader are to prioritise the primary and developmental needs of children and young people. At Acorn Homes we believe that through creating a safe environment in which the children feel emotionally & physically secure, in turn, this facilitates the development of self-esteem and enables full potential. These principles can be found in our Acorn Homes statement of Purpose and Function.

The work of a Team Leader can, at times, be challenging and will include, but is not limited to duties such as:

- To attend all training as required and contribute in a positive manner
- Have an up-to-date working knowledge of the relevant Acorn Group policies and ensure that yourself and your team are aware of their contents
- Oversee the physical resources of the home in-line with legal, Inspection & registration guidelines / requirements whilst leading the staff team on shift
- All young people are equally entitled to have their needs met in a fair and balanced way. Team Leaders are responsible for promoting equal opportunities for all and for challenging any behaviour or practice which discriminates against any young person or colleague on the grounds of race, religion, disability, age, gender, sexual orientation or any other perceived difference.
- Ensuring that each member of staff is aware of each child's care plan and their responsibilities for its implementation
- As part of the team, under the guidance and facilitation of the Deputy / Home Manager set in place procedures within current government regulations and company policies/procedures, which ensure that all unit staff have a good knowledge and understanding of legal and registration requirements and are working to ensure that all National Care Standards are met to an exceptional level.
- Monitor & review effective procedures to manage all Health & Safety requirements of the home in-line with legal requirements. Take responsibility for ensuring all correct procedures are followed while leading the staff team on shift.
- Take responsibility for the co-ordination and the correct recording of all financial expenditure while leading the staff team on a shift.
- Take responsibility for the management of the shift in the absence of the Deputy / Manager, deputise in the absence of the Deputy / Manager as and when required.
- As part of the team, under the guidance and facilitation of the Home Deputy / Manager. Monitor and evaluate clear Child protection procedures within the home, in-line with the

Protection of Children Act and Company policies. Take responsibility for ensuring all correct procedures are followed while leading the staff team on shift.

- As part of the management team, under the guidance and facilitation of the Home Deputy / Manager Instruct & guide staff, through clearly laid out procedures to exercise responsible control over the children and young people in order to ensure their health & safety and to facilitate the children's sense of responsibility and morals.
- Liaise with social workers, schools, therapists and other professionals as required, in order to represent the child's needs or wishes if they are unable to do so themselves or to advise and facilitate them in raising wishes or complaints with the appropriate people, either personally or through delegated members of your staff team.
- Attend court and give evidence when appropriate, and if needed support and direct staff in preparing a child for interviews or court appearances, as directed by the Home Deputy / Manager.
- Facilitate meetings on behalf of the Home Deputy / Manager as needed & required.
- As part of the management team, under the guidance and facilitation of the Home Deputy / Manager Complete or direct the compilation of any necessary reports for court, reviews or planning meetings etc., in liaison with your staff team and organise/ direct/facilitate the carrying out of those plans within the care environment.
- As part of the team, under the guidance and facilitation of the Home Deputy / Manager take part in recruitment, selection and retention procedures as required and directed.
- As part of the team, under the guidance and facilitation of the Home Deputy / Manager establish, monitor and review positive Equal opportunity and diversity practices.
- As part of the team, under the guidance and facilitation of the Home Deputy / Manager Monitor and evaluate high standards in meeting Human Resources requirements.
- As part of the team, under the guidance and facilitation of the Home Deputy / Manager establish, monitor & review procedures which include service users in provision planning and service development.
- As part of the team, under the guidance and facilitation of the Home Deputy / Manager take part in, while monitoring and evaluating effective supervision and appraisal systems which identify and acknowledges both poor performance & good practice, while at the same time also identifies and sets in place procedures to meet the developmental needs of all staff.
- As part of the team, under the guidance and facilitation of the Home Deputy / Manager take part in the compilation of all staff rosters as required and directed.
- Under the guidance and facilitation of the Home Deputy / Manager, team leaders are to facilitate good practice in team management and team building, incorporating appropriate meeting and training sessions in the weekly roster.
- Part of the role will be to assist the Home Deputy / Manager in compiling a Company Training and Development Plan, and individual staff development plans/goals which are reviewed and up dated on a regular basis in-line with changing needs. Feedback to the Home Manager any changing needs and developments.
- As part of the team, under the guidance and facilitation of the Home Deputy / Manager facilitate, monitor and review effective record keeping and information gathering procedures, in line with Legal and company requirements and policies.
- Take responsibility for ensuring all correct emergency procedures are followed while leading the staff team on shift
- When leading the staff team on a shift take responsibility for ensuring that all correct procedures are carried out in caring for children and young people when they are ill, including the administration of medicines treatment etc. under the guidance of the child's doctor, and within the company's policy and legal requirements.
- As part of the team, under the guidance and facilitation of the Home Deputy / Manager facilitate the children's leisure activities, through the staff team. This will include organising and going away on holidays /trips with the children.

- Take an active part in the Management team, contributing to Management planning meetings and feeding back relevant developments and occurrences to the Home Deputy / Manager in order to aid the smooth running of the home.
- To support the Home Deputy / Manager in carrying through plans and decisions made by the directors and Management team.
- Undertake any other reasonable tasks/duties requested by the Home Deputy / Manager or Directors.

**Qualifications & Knowledge:**

A Team Leader will need Knowledge of:

- Up-to date knowledge of Childcare & Child Protection Laws
- Knowledge of Equal opportunities & diversity models
- Child related/Social care qualifications
- Training in supportive skills (i.e. counselling)
- Knowledge of Management theories
- Management Qualifications, training & experience

**Experience:**

A Team Leader will need Experience of:

- Awareness of group dynamics in residential settings
- Experience of translating policy into practice
- Experience of working with abused children in a residential setting
- Experience of using childcare Standards & best practise model to guide decision making

**Qualities:**

A Team Leader will need Qualities such as:

- Awareness of group dynamics in residential settings
- A good sense of humour, initiative, integrity & honesty
- Enthusiasm and commitment to the children's protection & development
- A commitment to work in an anti-discriminatory non-judgemental manner in line with Equal Opportunities Policies
- Awareness of own values and beliefs & confidence in own skills
- An accessible, approachable & participative management style
- Good organisational & time management skills

**Abilities:**

A Team Leader will need Abilities such as:

- The ability to organise, plan and take responsibility
- The ability to communicate clearly and effectively, both with colleagues and children, verbally and in writing
- The ability to motivate, aid and guide children in their self-development
- The ability to set appropriate examples for children at all times
- The ability to listen and respond responsibly with sensitivity
- Ability to undertake supervisions of staff
- Ability to manage and take direct responsibility for staff performance, training and support

Requirements	Essential	Desirable
<b>Qualifications/Knowledge</b>		
Knowledge of Management theories	✓	
Management Qualifications		✓
Management training & experience		✓
Training in supportive skills (i.e. counselling)		✓
Child related/Social care qualifications	✓	
Knowledge of Equal opportunities & diversity models		✓
Up to date knowledge of Childcare & Child Protection Laws	✓	
Basic knowledge of IT	✓	
<b>Experience</b>		
Experience in operational & strategic management skills of children, staff & service Resources	✓	
Experience of working with challenging children in a residential setting	✓	
Experience of facilitating, organising and directing & developing teams	✓	
Experience of using childcare Standards & best practise model to guide decision making	✓	
Experience of translating policy into practice	✓	
Experience of working with abused children		✓
Awareness of group dynamics in residential settings	✓	
<b>Personal Qualities</b>		
A good sense of humour, initiative, integrity & honesty	✓	
Enthusiasm and commitment to the children's protection & development	✓	
A commitment to work in an anti-discriminatory non-judgemental manner, in line with Equal Opportunities Policies	✓	
Awareness of own values and beliefs & confidence in own skills	✓	
An accessible, approachable & participative management style	✓	
Good organisational & time management skills	✓	
Professional assertiveness	✓	
Tolerance & resilience	✓	
Vision, creativity and innovation	✓	
<b>Abilities</b>		
The ability to organise, plan and take responsibility	✓	
The ability to communicate clearly and effectively both with colleagues and young people, verbally and in writing	✓	
The ability to set appropriate examples for young people at all times	✓	
The ability to motivate, aid and guide young people in their self-development	✓	
The ability to listen and respond both responsibly and appropriately with sensitivity	✓	
The ability to manage children who display disruptive or challenging behaviour	✓	
Ability to understand and implement the national minimum standards	✓	
The ability to record in writing, legibly and accurately	✓	
The ability to establish, sustain and disengage from constructive relationships with children, in a professional manner	✓	

Signed by David Knowles (Managing Director)



**Employee Signature:**

**Print Name:**

**Date**