| 1. **Job Details** | | | |
| --- | --- | --- | --- |
| Job Title: | Group Living Team Leader | | |
| Team/Department: | Group Living | | |
| Reports to: | Team Manager | Location: | Leeds/Wakefield |
| Appointment period: | Permanent | Hours | 37.5 + sleeps |

| **Job Purpose** |
| --- |
| Support the team manager by overseeing a cluster of Group Living and Solo Placements accommodation. Work across the cluster to ensure high standards are maintained in each group living property, ensuring quality and safe support to service users. |

| **Main Duties & Responsibilities** |
| --- |
| 1. Lead on the move-in and out process for service users, ensuring all paperwork is completed to a high standard and service users receive a warm welcome and a full induction. 2. Reduce voids (empty beds) and support the growth of Bedspace by planning effectively for move-on and liaising with Team Managers and placement teams regarding new referrals. 3. Act as an enabler by assessing, in consultation with Team Managers and Support Workers, those service users who are ready to be transitioned to supported tenancies, ensuring that the appropriate support and benefits will be in place. 4. Work collaboratively with regional teams and the wider business to improve Bedspace and embed good practice models. 5. Assist Support Workers with the delivery of the ASDAN programme, improving the independence skills and educational achievement of service users. 6. Assist the Team Manager with induction of new staff and development of existing staff 7. Take a lead on REMAS, ensuring recordings are compliant with company police and carried out by staff in a timely manner and to a high standard 8. Work across clusters to support other teams when necessary and share learning. 9. Take an active role in multi-agency meetings, communicating professionally and effectively with social workers and other relevant professionals 10. To effectively use IT packages to support the work of the company 11. To undertake petty cash processes in line with company policy, ensuring teams budget effectively and complete correct logs. 12. To work flexibly to fulfil the needs of the company. 13. To carry out formal and informal supervision of staff and team meeting duties when required. 14. To work in a positive and pro-active manner, supporting staff and service users. 15. Provide relevant and appropriate data for the purpose of monitoring and evaluation and produce reports to the Line Manager in line with commissioner and company requirements.   **Health and Safety** The post holder is required to carry out the duties in accordance with the company Health and Safety policies and procedures.  **Diversity**  The post holder is required to have due regard to equal opportunities at all times, and to work in a fair and reasonable manner towards all people, ensuring service standards are maintained for all cultures.  **Confidentiality**  The post holder is required to observe and maintain strict confidentiality in respect of guests, clients and all company information.  **Other Duties**  The duties and responsibilities in this role profile are not exhaustive. The post holder may be required to undertake other duties that may be required from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside the general scope of this post will be mutually agreed with the post holder. |

The above list of responsibilities is not exhaustive and the jobholder may be required to undertake other duties commensurate with the level of the role, as reasonably requested by their line manager. This job description sets out the duties of the post at the time it was drawn up. Such duties may vary from time to time without changing the general character of the duties or level of the responsibility entailed. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the post.

This table lists the essential and desirable requirements needed in order to perform the job effectively. Candidates will be shortlisted based on the extent to which they meet these requirements.

|  | Requirements | Essential / Desirable | How Assessed |
| --- | --- | --- | --- |
| **Qualifications/**  **Requirement** | Driving Licence | E |  |
|  | Well-developed personal and written communication skills, including the ability to communicate with a wide range of staff and members. | E |  |
|  | NVQ 3 Health and Social Care or equivalent | E |  |
| **Experience** | Relevant experience in a social care setting | E |  |
|  | Efficient reading skills with the ability to assess and comprehend written information quickly and accurately. | E |  |
|  | Capable of following procedures and systematic processes. | E |  |
|  | Ability to input accurate information onto Bedspace internal systems eg ReMaS. | E |  |
|  | Ability to produce effective letter | E |  |
|  | Willingness to take ownership for resolution of issues | E |  |
|  | Ability to prioritise tasks, solve problems and work within constant tight deadlines. | E |  |
|  | Ability to work accurately and to deadlines and targets | E |  |
|  | Excellent organisational and time management skills | E |  |
|  | Tact and diplomacy, together with a confident personality | E |  |
|  | Clear thinking and calm approach | E |  |
|  | Excellent interpersonal and communication skills | E |  |
|  | Experience of managing or supervising teams | D |  |
|  | Experience of group living / residential setting | D |  |
| **Knowledge** | Understanding of and commitment to the business practices of Bedspace Resource Ltd. | E |  |
|  | Ability to deal effectively with delegated projects from initial contact to completion without direct supervision | D |  |
|  | Ability to work under pressure and deal with unforeseen issues in ever changing circumstances. | E |  |

**Essential/Desirable:**

E = Essential: Requirements without which the job could not be done. D = Desirable: Requirements that would enable the candidate to perform the job well.

**How Assessed:**

A = Application I = Interview OM = Other Means (e.g. presentation, test, etc.)

|  |  |
| --- | --- |
| **Communication** | * Sharing information openly, both verbally and non-verbally, encouraging others to speak and listening to their views. * Selects appropriate means of communicating. * Listens, receptive to ideas and the feelings and concerns of others. * Tolerates differences and is willing to listen to other views. * Displays ease in establishing and maintaining rapport across hierarchical and functional boundaries. * Professional approach and manner |
| **Teamwork** | * Supporting, co-operating and working with others to achieve common objectives. * Motivates self and others to achieve team objectives. * Can work in a climate where people can work together and learn from each other. * Respectful of others in the team. * Recognises the importance of trust and tolerance of failure. |
| Customer Service | * Accurately identifying the needs of internal and external customers and works to exceed their expectations. * Takes pride in turning a negative situation into a positive one. |
| Planning & Organising | * Identify meaningful, practical techniques and processes that allow priorities to be met. * Adapts to changes and revises the plan accordingly, communicating and working to the new plan. |
| **Organisational Awareness** | * Understanding how the business performs, its operating procedures and deliverables, in order to achieve objectives. * Consults with all relevant staff to agree goals and targets to be   achieved to meet objectives. |
| Problem Solving | * Takes action to avoid problems or resolve with solutions that fits the needs of the business. * Generates or finds a variety of possible solutions to solve problems. |
| **Resilience and Tenacity** | * Overcomes obstacles and delivers results by showing tenacity and persistence. * Takes responsibility for their own mental and physical well-being. * Deals with setbacks in a mature manner. * Pursues goals with resolve, in the face of obstacles, setbacks and pressure of other work. * Takes full responsibility for their decisions. |
| Self Development | * Ability to identify and maintain a high standard of professionalism and performance by identifying and creating self development opportunities. * Seeks feedback in order to improve performance. |
| Motivating | * Encourages and supports others, making them want to achieve both organisational and personal objectives. * Inspires trust and confidence in others by being fair, open and accessible and is seen to advise and support others. |
| Managing Change | * Makes change happen, looks ahead to assess the need for change and sells the benefits. * Escalates issues to ensure that obstacles do not prevent change happening. |
| Improving Performance | * Identifies methods of improving own and others’ performance to meet organisational objectives. * Is willing to impart knowledge and information to others and give feedback pro-actively. |

| Mandatory Training | Frequency | Delivery Method |
| --- | --- | --- |
| Welcome Day which includes:  Safeguarding & Safeguarding Board info  Exploitation – Sexual and Criminal (inc. County Lines); Medication Awareness; Attachment  Theory; Complaints Procedure | Once | Face to Face/E-Learning |
| Health & Safety for Managers | Yearly | E-Learning |
| First Aid | Every year  Appointed First Aiders – every 3 years | E-Learning |
| Fire Awareness | Every year  Appointed Fire Wardens – every 3 years | E-Learning |
| Driver Awareness | Yearly | E-Learning |
| Safeguarding | Every 2 years | E-Learning |
| Display Screen Equipment | Once a year | E-Learning |
| GDPR for Managers | Every 2 Years | E-Learning |
| Equality and Diversity for Managers | Every 2 Years | E-Learning |
| Whistleblowing | Every 2 years | E-Learning |
| Lone Working | Every 2 years | E-Learning |
| Drug and Alcohol Awareness | Once and as required | E-Learning |
| NSPCC Safer Recruitment | Once and when required | E-Learning |
| Manual Handling | Once and when required | E-Learning |
| Mental Health Awareness | Once and when required | E-Learning |
| Duty of Care (Support only) | Every 2 years | E-Learning |
| Workplace Investigations | Once and when required | E-Learning |
| Bullying and Harassment | Once and when required | E-Learning |
| Discipline/Grievance (ACAS) | Once and when required | E-Learning |
| Reasonable Adjustments (ACAS) | Once and when required | E-Learning |
| Performance Management (ACAS) | Once and when required | E-Learning |
| Managing Absence (ACAS) | Once and when required | E-Learning |
| Drug and Alcohol Awareness | Once and as required | E-Learning |
| Stress Awareness | Once and when required | E-Learning |
| Unconscious Bias for Managers | Once and when required | E-Learning |
| Flexible Working (ACAS) | Once and when required | E-Learning |
| Pregnancy and maternity at work (ACAS) | Once and when required | E-Learning |
| Religion and Belief in the workplace (ACAS) | Once and when required | E-Learning |