

## JOB DESCRIPTION

Job Details			
Job Title:	Team Leader		
Team/Department:	Service Delivery		
Reports to:	Team Manager	Location:	Liverpool/ Manchester/Preston/Yorkshire
Appointment period:	Permanent	Hours	37.5

Job Purpose
<p>Reporting to the Team Manager, the Team Leader will work closely with a team of Support Workers ensuring team delivery of Ofsted and Quality standards and encouraging continuous improvement. Supporting the team throughout the delivery of operational care and support to ensure the views, wishes and feelings of Service Users are taken into account in relation to matters affecting their support and welfare.</p> <p>The Team leader will support the Team Manager in all aspects of the operational day to day running of the service working within the OFSTED framework against agreed criteria and objectives while managing, monitoring and maintaining the quality standards ensuring the service complies with the OFSTED framework and regulations, Local Authority quality standards and contractual obligations.</p> <p>Working cohesively and liaising effectively with the Team Manager, Registered Service Manager, internal departments, and external stakeholders you will:</p> <ul style="list-style-type: none"> <li>• Maintain agreed staffing ratios, provide advice, assistance and support to the Support Workers, being a positive role model to help them achieve their optimum potential while developing a team culture of encouragement, support and motivating the team.</li> <li>• Oversee staff rotas ensuring funded hours are fulfilled</li> <li>• Continually focus on the achievement of standards and encourage continuous improvement.</li> <li>• Communicate and liaise effectively with external and internal relationships ensuring excellence in partnership management.</li> <li>• Promote service user involvement and support your team with regards to achieving this</li> <li>• Support the Team Manager on new services and opportunities.</li> <li>• Ensure legal and statutory compliance.</li> <li>• Deputise for the Team Manager as and when required with the support of the Registered Service Manager.</li> </ul>

### Main Duties & Responsibilities

The Team Leader is responsible for supporting the Team Manager to ensure that Quality standards are met including the four OFSTED standards of supported accommodation:

- Leadership and Management
  - Child Protection
  - Accommodation
  - Support
1. Act as the lead for the line management of Support Workers within your service area ensuring all staff:
    - Receive daily support, advice and guidance
    - Receive regular recorded supervisions which allows staff to reflect on their practice and the needs of their service
    - Receive an annual appraisal
  2. Work cohesively with the Team manager, HR and Learning and Development Team in response to:
    - Recruitment and selection of staff
    - Safer recruitment compliance
    - High quality induction,
    - Probation,
    - Training and staff development
    - Investigations, disciplinaries and grievances
    - Monitoring, measuring and managing performance and capability
  3. Ensure that all work carried out with service users is evidenced and the recording and reporting of all service users that fall under your service is completed and kept up to date in line with Ofsted regulation, e.g., Placement plans, Risk Assessment, Monthly reports, Incidents Reports, Daily contacts,
  4. Ensure all administration is completed and relayed accurately in a timely manner:
    - BPAs/Tenancy start and Terminations.
    - Funding evidence
    - Rota Planning
  5. Carry out regular internal quality audits in preparation for external audits and report findings to the Team Manager
  6. Support the Team Manager in the preparation, planning and activity in Quality assurance audits and inspections.

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7. Working alongside our referral response department liaise with the Team Manager when:
  - assessing referral documents and accepting or declining referrals around risk assessing service user needs
  - Meeting referrals and ensure correct placement matching to service users, while identifying properties based around risk factors and cultural needs
8. Work alongside the Tenancy Sustainment Team ensuring all documents that are required for the Move on meeting are up to date and the standard expected so that an informed and fair decision can be made on behalf of the service user.
9. Represent the service and company at LA meetings providing clear advice and input.
10. Ensure compliance with regard to all health and safety regulations, ensuring regular property inspections are being completed and outstanding repairs are recorded and reported to the maintenance team at the earliest convenience.
11. Ensure all accommodation meets safety standards as set out in Ofsted standard prevailing legislation and contractual obligation. Escalate where necessary as per the Service Level Agreement
12. Liaise with internal departments to ensure housing stock is maintained to the standard set through individual client contract and/or Company standard and that stock is returned to Agents/Landlords in a timely manner.
13. Ensure you keep up to date with current and emerging statutory and legislative changes and identify any changes to business requirements and any training requirements which are necessary.
14. Ensure any change in current legislation is communicated and cascade down to those its relevant to in order to support them to do their role to the required standards
15. Ensure that the Team Manager/ Registered Service Manager is fully informed of any performance concerns or implementation of any performance improvement plans

### Leadership & Management

1. Provide effective leadership to staff through written information, team briefings, regular supervisions, and management meetings to ensure the aims and objectives of the service are met to achieve positive outcomes for the service users.
2. Promote a culture of service excellence, working to embed the company values, standards, behaviours and strategies needed to bring about lasting improvements in delivery in your team.
3. Deputise and cover for the Team Manager and other Team Leaders in their absence and undertake duty on-call duties as and when appropriate

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### General Accountabilities

1. Ensuring the highest standards of quality are achieved in all duties carried out.
2. Ensuring policies and procedures of Bedspace are carried out effectively and sensitively
3. To observe and maintain strict confidentiality in respect of children and young people and company
4. Communicating effectively within the team, with other teams and across the company as a whole.
5. Conducting all activities in a manner in line with the company's vision, promoting good external relations and a positive image of the company.
6. Responsible for meeting individual performance targets as agreed with post holder's manager.
7. Supporting the culture of cross-sectional working, encouraging a culture of project work focusing on the objectives of the company as a whole. Actively participating or leading in projects and corporate tasks as required.

### 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.

### Safeguarding and Safe Recruitment

Due to Bedspace's commitment to safeguarding and this post having access to children and/or vulnerable adults, this post requires an Enhanced Disclosure and Barring Service check. The possession of a criminal record will not necessarily prevent an applicant from obtaining this post, as all cases are judged individually according to the nature of the role and information provided

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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
<b>Qualifications/ Essential requirements</b>		
	NVQ Level 3 Diploma in Leadership for Health and Social Care and Children and Young People's Services or willingness to work towards and achieve within 2 years	E
	Evidence of holding a line management supervisory position	D
	Satisfactory DBS record	E
	Current Driving Licence	E
<b>Experience and Knowledge</b>	The post holder should have significant and relevant experience of:	
	At Least two years' experience in a position relevant to residential/ outreach support of children or adults within the previous 5 years	E
	Understanding of both effective practice in responding to the needs of looked after children and care leavers aged 16 and 17 and of local authority statutory duties to both cohorts and how supported accommodation settings are required to support these.	E
	Knowledge of the Aims and Principles of Ofsted Requirements for supported living, including the Quality Standards Guide 2023 and its relevance of support living	E
	Knowledge of the full range of needs of young people and vulnerable adults. Knowledge and understanding of current issues affecting people within supported living	D
	Experience of planning staffing levels and rota management to ensure that the needs of children and young people are met.	D
	An excellent communicator	E
	Ability to work within a challenging environment.	E
	Extensive history of working together with other agencies to safeguard and provide positive outcomes and progress young people and adults	E

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	Experience of monitoring and evaluating the outcomes of young people and adults	D
	Comprehensive understanding of service delivery	D
	Budgetary experience	D
	Knowledge of Health and Safety at Work	D
<b>Skills and Abilities</b>	<b>The post holder should be able to evidence their skills and abilities in the following areas</b>	
	Conflict Management	D
	Risk management	E
	Negotiation skills.	D
	Standard setting, ensuring compliance and sharing best practice. Professional and values led with integrity, inclusivity and respect for diversity, with an ability to work in uncertainty and maintain a positive approach.	D
	Proven people management skills	D
	Able to work to tight deadlines and be computer literate.	E
	Excellent written, verbal communication and Presentation Skills	E
	Professional and values led with integrity, inclusivity, and respect for diversity, with an ability to work in uncertainty and maintain a positive approach.	E
<b>Personal Skills</b>	Ability to travel, as required between Bedspace locations	E
	Willingness to undertake further training	E
	The ability to work flexible hours as required	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.)

### Job Specific Competences

<b>Communication</b>	<ul style="list-style-type: none"> <li>Sharing information openly, both verbally and non-verbally, encouraging others to speak and listening to their views.</li> <li>Selects appropriate means of communicating.</li> <li>Listens, receptive to ideas and the feelings and concerns of others.</li> <li>Tolerates differences and is willing to listen to others views.</li> <li>Displays ease in establishing and maintaining rapport across hierarchical and functional boundaries.</li> </ul>
<b>Teamwork</b>	<ul style="list-style-type: none"> <li>Supporting, co-operating and working with others to achieve common objectives.</li> <li>Motivates self and others to achieve team objectives.</li> <li>Can work in a climate where people can work together and learn from each other.</li> <li>Respectful of others in the team.</li> <li>Recognises the importance of trust and tolerance of failure.</li> </ul>

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<b>Customer Service</b>	<ul style="list-style-type: none"> <li>• Accurately identifying the needs of internal and external customers and works to exceed their expectations.</li> <li>• Takes pride in turning a negative situation into a positive one.</li> </ul>
<b>Planning &amp; Organising</b>	<ul style="list-style-type: none"> <li>• Identify meaningful, practical techniques and processes that allow priorities to be met.</li> <li>• Adapts to changes and revises the plan accordingly, communicating and working to the new plan.</li> </ul>
<b>Organisational Awareness</b>	<ul style="list-style-type: none"> <li>• Understanding how the business performs, its operating procedures and deliverables, in order to achieve objectives.</li> <li>• Consults with all relevant staff to agree goals and targets to be achieved to meet objectives.</li> </ul>
<b>Problem Solving</b>	<ul style="list-style-type: none"> <li>• Takes action to avoid problems or resolve with solutions that fits the needs of the business.</li> <li>• Generates or finds a variety of possible solutions to solve problems.</li> </ul>
<b>Resilience and Tenacity</b>	<ul style="list-style-type: none"> <li>• Overcomes obstacles and delivers results by showing tenacity and persistence.</li> <li>• Takes responsibility for their own mental and physical well-being.</li> <li>• Deals with setbacks in a mature manner.</li> <li>• Pursues goals with resolve, in the face of obstacles, setbacks and pressure of other work.</li> <li>• Takes full responsibility for their decisions.</li> </ul>
<b>Self Development</b>	<ul style="list-style-type: none"> <li>• Ability to identify and maintain a high standard of professionalism and performance by identifying and creating self development opportunities.</li> <li>• Seeks feedback in order to improve performance.</li> </ul>
<b>Motivating</b>	<ul style="list-style-type: none"> <li>• Encourages and supports others, making them want to achieve both organisational and personal objectives.</li> <li>• Inspires trust and confidence in others by being fair, open and accessible and is seen to advise and support others.</li> </ul>
<b>Managing Change</b>	<ul style="list-style-type: none"> <li>• Makes change happen, looks ahead to assess the need for change and sells the benefits.</li> <li>• Escalates issues to ensure that obstacles do not prevent change happening.</li> </ul>
<b>Improving Performance</b>	<ul style="list-style-type: none"> <li>• Identifies methods of improving own and others' performance to meet organisational objectives.</li> <li>• Is willing to impart knowledge and information to others and give feedback proactively.</li> </ul>