


## Team Leader

Service Sector	Day Services
Organisational Relationships:	 <pre> graph TD     SM[Service Manager] --- TR[This Role]             </pre>
Line Manages:	Support Workers and Assistant Support Workers
Qualification Requirement:	Must be willing to attain SVQ 3 or 4 or equivalent

### JOB PURPOSE

On a day to day basis to manage the service activities and staff team to ensure a good quality service is provided to the customer at all times.

### Major Tasks

1. Staff management, supervision and development
2. Managing customer activities
3. Health and Safety
4. Compiling and checking care and support plans for customers
5. Financial management for customers
6. Liaising with families, health and care professionals and social worker

## Main Activities

### 1. Staff management, supervision and development

1.1. Observe staff in the workplace comparing their behaviours to those specified by the SSC Codes of Practice and National Care Standards.

1.2. Monitoring staff recording in customer's daily care notes/ records (e.g.: medication, financial records, etc) in order to ensure a consistent approach to customer support and that procedures have been followed appropriately.

1.3. Planning and/or carrying out interviews with potential candidates under instruction and guidance from Management and assisted by Administration Department.

1.4. Assisting newcomers adjusting to their new working environment by:

- Taking part in planning and delivery of induction training
- Monitoring individual staff during probationary period, holding probationary reviews and completing probationary period decision forms
- Managing staff carrying out the Valuing People Workbook as part of their probationary period (introduction, monitoring process, assessing)
- Contractual and other written information (e.g.: Valuing people workbook)

And providing new staff with:

- Organisational information (e.g.: safety procedures, facilities, etc.)
- Job information (e.g.: duties and responsibilities, procedure manuals, lines of reporting and supervision, etc.)
- Access to and understanding of relevant customer information (e.g.:

care plans, risk assessments) and instructing staff to become familiar with the documents and ensure consistent support

- Arranging work shadowing (e.g.: Gastrostomy feeding procedures, Catheterisation, etc.)

1.5. Ask stakeholders (e.g. customers, families, and other staff) for feedback regarding staff members.

1.6. Under guidance of manager Plan implement and update a training schedule to ensure all staff receive the required training (specified by policy and the requirements in the care plan) for the role and the customers they are supporting.

1.7. Notify staff of any requirement to attend training including available dates and times, use online booking system to request training and record on ISIS once training has taken place.

1.8. Discussing with staff in either an informal or formal basis (e.g. supervision or quarterly reviews) the observations, feedback from others and national care standards to adjust or affirm staff behaviours.

1.9. Notify recurring or particularly serious or positive matters to the service manager. Logging all incidents and accidents on an online incident form on ISIS.

1.10. Ensuring sufficient staff covers by preparing, monitoring and updating staffing rota.

1.11. Under guidance from Line Manager and Human Resources, support Absence/ Performance Management processes by:

- Carrying out absence support meetings, stress risk assessments,

return to work interviews

- Carrying out Management Support meetings, compiling evidence statements/ reports and reviewing performance management action plans

## 2. Managing customer activities

2.1. Maintaining a good awareness of the detail of customers care plan in every area and ensure the customer's preferences and outcomes are being met. Identify which activities might be of interest for customers by asking their preferences on a given day.

2.2. Identify which resources are available by checking booking sheets and the staff that are in attendance that day.

2.3. Plan and provide the resources and staff skills required for each customer to perform their activities in line with the customer's care plan, the risk assessments for the activity, and the training level of staff.

2.4. Compare the available resources to the required resources and choose which activities can be delivered to meet the maximum number of preferences.

2.5. Communicate the activities to be delivered and resource allocation to customers and staff, either verbally or in writing.

2.6. Ask customers following an activity whether they enjoyed the activity, ask staff whether there were any specific issues that occurred, consider whether activity is one that should be repeated and whether risk assessments need amending.

## 3. Health and Safety

### 3.1. Risk Assessments

- Follow the risk assessment procedure to manage risks by looking for hazards, identifying who could be harmed and what that harm may be.
- Compare the consequence and likelihood of harm to the descriptors of both in the risk assessment matrix to identify the risk level.
- Discuss with others what hazards may exist and what can be done to remove, reduce or mitigate risks.
- Record findings in the prescribed format and issue the draft to service manager for approval.
- Once approved communicate verbally or in writing the risk assessment to those who could be harmed.
- Repeat the process when the hazards change.

### 3.2. Safe Assistance Co-ordinator

- Liaise with families and health care professionals in order to develop moving and handling plans tailored to the needs of each individual customer.
- Assess the risks from moving and handling, introduce precautions to reduce that risk and explain to relevant staff what is expected from them.
- Review moving and handling plans in accordance to the person's physical and emotional development and adjust procedures if required.

### 3.3. Health and Safety (H&S) Representative

Representing service staff on health and safety issues which entails:

- Attending H&S training courses and meetings
- Representing staff on Health and Safety meetings and share

information regarding H&S issues with them

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- Investigating complaints made by staff about their health, safety or welfare in the workplace and take appropriate steps to address these

### 3.4.Safety checks

- Directly carrying out and/or monitoring H&S checks (e.g.: fire systems, support equipment, food hygiene) and take appropriate action as per procedures.

## 4. Compiling and checking care and support plans for customers

4.1. To check that each customer has a care and support plan, prior to their attending the service.

4.2. To ensure the customer is involved with the preparation or review of the care plan throughout the process.

4.3. To check whether the contents of each plan is completed appropriately and compare it to the standard in the procedure. e.g. the following are in place or identified as not being required:

- Customer's capacity (determined by GP)
- Medical administration notes
- Emotional support needs/ Behavioural triggers
- Financial controls / practices
- Personal preferences (e.g. food, activities)
- Points of contact
- Specialist health information
- Personal emergency evacuation plan (PEEP) (including swimming pool evacuation plan)
- Mobility and postural needs
- Arrangements for management of customers' finances

- 4.4. To seek and receive agreement from the customer, family, carers and service manager in regards the suitability of the plan.
- 4.5. To keep plans up to date by making changes as circumstances occur.
- 4.6. To conduct care and support needs assessments/interviews with customers/ families/carers either on site or in customers' home in order to identify how the individuals' care needs can be best met.
- 4.7. To diaries and conduct reviews of plans by seeking up to date information from stakeholders and transferring this into the plan structure.
- 4.8. To bring to the attention, verbally or in writing, to staff that the plans have been prepared or updated.

## 5. Financial management for customers

- 5.1. To check that financial controls for customers exist in the care plan and compare them to the procedural requirements amending the controls where they are lacking.
- 5.2. Explain to staff supporting that customer what the requirements are, why they are in place, and what the staff should do to comply with them.
- 5.3. Periodically check that staff are appropriately following procedures regarding managing the customer's finances (e.g. checking that all transaction's details have been recorded).
- 5.4. Where a discrepancy is identified confirm why this has occurred by asking to staff, checking details with them verbally what they have done against

the written record, bring to the attention of the service manager unresolved discrepancies.

5.5. Conducting financial audits by comparing all receipts, cash and cheque stubs to the recorded sums, recording findings and following reporting processes to identify errors or misstatements and to prevent financial abuse.

## **6. Liaising with families, health and care professionals and social workers**

6.1. To communicate regularly with the customer's family, carers and other health and safety professionals to ensure care and support plans meet the customers' preferences and support needs.

6.2. To provide families/ carers with information, tools, resources, support and guidance to carry out complex tasks.

6.3. To coordinate efforts with Local Authorities and Social Work to ensure customers are safe from violence, exploitations, and abuse at all times. This may imply:

- Preparing reports
- Organising meetings (e.g.: with school staff, social workers)
- To increase support to staff dealing with protection issues.

### **This role may also include:**

#### **7. Performing on-call duties**

7.1. Be available out of hours to provide support and operational guidance to less senior staff, usually over the telephone, on how to respond to unusual or emergency circumstances.



## 8. Update Service Database (ISIS)

8.1. Upon receipt of staff schedules update ISIS with Employee Activity (e.g.: employee sickness, holiday, accidents & incidents, overtime).

## 9. Assessing staff SVQ's (provided A1 Award has been obtained)

9.1. Provide assessment support within area of expertise.

9.2. Attendance at internal standardisation meeting.

9.3. Assess one unit in 12-month period to maintain qualification.

9.4. Carry out direct candidate observations to observe their practice.

9.5. Write up report on this direct observation by marking off what performance criteria they have met.

9.6. Set up regular candidate meetings to support them through their written work and advise them on how they can meet their performance criteria.

## 10. Driving duties

10.1. To transport customers in order to allow them to access facilities and services otherwise unavailable to them.

### Applicable for all roles:

To undertake any other duties related to the responsibilities of the post and which

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may be delegated by Capability Scotland management.

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