**JOB DESCRIPTION**

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| **Job Title:** | **Team Leader (Children’s Residential)** |
| **Reporting To:** | **Registered Manager** |
| **Location:** | **Progress Residential Homes** |
| **Terms** **of Employment:** | **38 Hours per week to include a variety of shifts (early shifts, late shifts, long days and weekend cover) with the requirement to work other days and times as and when required in accordance with the needs of the service. This will include Bank holiday and weekend working.****£22,392 – £25,390 per annum based on relevant experience and qualifications.**  |
| **Conditions:** | **Successful applicants should hold a full driving licence and have access to their own vehicle** **This position is subject to an enhanced DBS check.** **This role involves managing in a Residential environment where service users have complex needs, profound and multiple learning disabilities and may display challenging behavior.** |

**SUMMARY**

Under the direction of the Registered Manager, the Team Leader position will lead and direct the work of RSW’s to ensure a high- quality care setting that maximises individual potential and provides a safe and positive home experience that meets Children’s Homes Regulations 2015 and Quality Care Standards. The Team Leader will assist the Registered Manager in meeting all agency standards as assessed by Ofsted and in meeting core business objectives.

The post holder will be required to deputise for the Registered Manager in their absence and aid, where necessary, the Regional Operations Manager with the implementation of planned strategic activities which contribute to the continuous development of residential services.

The Team Leader should install and practice the core values of the Progress organisation – Care, Respect, Trust, and Progress and ensure that these visions and values are purposefully represented as part of the residential management strategy, employee relations and organisational culture.

**PRINCIPAL DUTIES AND RESPONSIBILITIES**

* Ensuring that RSW staff are adequately supported in their personal development and training so that they can actively participate and deliver in meeting all agency standards as assessed by Ofsted.
* To assist the Manager to lead and direct staff in their duties so that they can support and deliver the Residential Operational Strategy and apply themselves fully to their role.
* To support and contribute to the strategic and business planning of the service, its development, policies, procedures and implementation of quality assurance systems.
* To assist the Registered Manager in overseeing and supervise the work of the RSW’s so that they can competently analyse, meet and evaluate prospective service user placements.
* To promote and engage in positive relationships with Local Authorities and other agencies.
* To support and assist the Manager in ensuring adequate supervision and direction is provided for RSW staff so that high standards of care are thoroughly maintained. Ensuring that care plans of all young people are applied and appropriately reviewed and delivered.
* Ensuring that the healthcare, educational and welfare needs of the young people are consistently being met as a consequence of adequate daily management instruction and supervision by the RSW staff.
* To support staff who supervise young people with behavioural needs in line with the Safe and Positive Behaviour Management strategy.
* To assist with a bi-annual quality assurance audit on the home and its systems and conduct regular customer satisfaction surveys using the knowledge gained from the surveys to recognise and implement improvement strategies.
* To assist the Register manager with the identification of suitably qualified / experienced staff for key worker duties ensuring that the staff member can capably meet the physical, social and emotional needs of the young people.
* To suitably establish, sustain and positively engage with families of service users when in a professional capacity and it is appropriate to do so, but equally have the capacity to disengage accordingly.

**MANAGING PEOPLE**

* Responsibility for organising staff rotas and the effective deployment of staff as advised by the Registered Manager and in line with budgetary and regulatory compliance.
* To assist the Registered Manager in conducting the RSW supervisions, performance reviews and appraisals of staff.
* To assist the Registered Manager in dealing with any performance related matters, disciplinary cases, grievance cases and whistle blow cases in consultation with the Human Resources Department.
* To ensure that staff undertake and maintain mandatory training so that the residential environment is appropriately resourced with qualified staff in accordance with the needs of the service users.
* To monitor the effectiveness of interagency working between the home and all other professionals involved in the service users care in liaison with the Registered Manager.
* To promote equality of opportunity for service users and staff and safe guard against oppressive practice.
* Chair, or participate, in staff and care planning meetings, as and when required.
* To ensure that all staff adhere to all company policies and procedures paying particular attention to those which directly impact on the residential environment such as H&S, and the Working Hours policy which determines safe and legally compliant working hours / break arrangements.
* Where required be involved in the staff recruitment process.

**FINANCIAL**

* To have input into the financial information of the home so that budget constraints are upheld. To plan and monitor ongoing expenditure and to oversee the weekly audit.
* To ensure that all receipts are obtained and recorded in the receipt log book for all money spent.
* To ensure that young people’s pocket money is managed effectively.

**LEGAL AND LEGISLATIVE REQUIREMENTS**

 To assist the Residential Manager in:

* Ensuring all records and information is maintained on each service user and in ensuring all staff are fully abreast and understand the requirements of the Regulations.
* Ensuring that reporting procedures are followed in the event of a significant incident as detailed in the Regulations.
* The monitoring of the records in the home as directed by the Regulations on a monthly basis. And to act on any findings taking appropriate action where necessary.
* Reporting any incidents or form of abusive practices directly/indirectly carried out by any member of staff towards or between young people. To follow the guidance of the organisation’s ‘whistle blowing policy’ and Child Protection Policies.
* Carrying out any other duties and responsibilities as may be required within the scope of the Registered Managers role at the home, these can be unpredictable and varied. The Deputy Manager needs to be sensitive and flexible in their approach and cover some tasks that may not be identified within the job description.

**PROFESSIONAL DEVELOPMENT**

* To take every reasonable opportunity to maintain and improve personal and professional competence.
* To participate in personal objective setting and review, including the creation and achievement of a personal development review plan.