



## Team Leader Job Description & Person Specification

### Team Leader

**Rate of pay: £13.57 - £14.00**

**Hours:**

**A/L entitlement: 20 days plus bank holidays (part time pro rata)**

**Responsible to: Registered Manager**

### Mission Statement

The Orchard Trust supports the involvement, independence and development of people with learning disabilities

Our Values	Definition	In action
<b>Kindness</b>	We treat others and ourselves with gentleness, warmth and care, focusing on the little things that really matter	This can be as simple as a kind word, opening a door or making a cup of tea for a busy colleague, sending an email thanking someone or sending family a photo showing how happy a client is with their day or achievement. We build trust by giving gentle and truthful feedback promoting growth and flexible thinking.
<b>Respect</b>	We look after ourselves, each other, our places and the environment	Through listening to each other and paying attention when someone has something they want to say we support the development of self-respect and feelings of worth and appreciation. We encourage each other to learn and develop.
<b>Individuality</b>	We recognise one another for the people we are, understanding and accepting preferences and beliefs to ensure a personalised care and support.	The individual, each as a separate star, is the centre of all we do. Interaction, in its many forms, allows understanding of ideas and wishes providing dignified care and supporting the individual allowing them to choose what is important to them. This may be a favourite cup, preferred seat at the table or the trip of a lifetime in a helicopter.
<b>Working together</b>	We believe the best results are gained through working as a team, valuing suggestions and encouraging new ideas as we strive to continuously improve the care we provide.	Knowledge, skill and understanding develop over time and through the sharing of experience. Seeking best practice and innovation we work closely with others to achieve the best result. We value the contribution of clients, families, staff, volunteers and our partners to support us to be the best we can.

### Job Description

<b>PERSON CENTRED</b> <ul style="list-style-type: none"> <li>• To demonstrate respect and dignity to those you support</li> <li>• To always act in the best interest of the people you are supporting</li> <li>• To assist in creating an environment that is supportive and positive</li> <li>• To work with a person-centred approach</li> <li>• To enable and empower people to develop new skills and independence</li> <li>• To provide personal and physical care, if required, in line with care plans and risk assessments</li> <li>• To communicate effectively and appropriately</li> <li>• To support people in establishing new friendships and maintaining existing ones</li> <li>• To recognise people's talents and promote individuality</li> <li>• To actively encourage participation in leisure, education and community life, helping people access services that promote their well-being and support people on holidays away from home.</li> <li>• To assist in overcoming barriers so as they may experience new opportunities</li> <li>• To assist in providing a safe and supportive environment</li> <li>• To protect, identify and safeguard from abuse all vulnerable people and undertake the correct procedures for reporting a safeguarding concern</li> </ul>	<b>TECHNICAL</b> <ul style="list-style-type: none"> <li>• To administer medication in line with Orchard Trust policy and individual care plans</li> <li>• To actively participate in reviews and other relevant meetings</li> <li>• To undertake a supervisory role in the operational management of the service</li> <li>• To adhere to Orchard Trust's Policies and Procedures, CQC Essential Standards of Quality and Safety and the GSCC Code of Conduct</li> <li>• To keep up to date and accurate records, performing audits and reviews as required</li> <li>• To manage staff rotas, ensuring sufficient competent staff with the correct skills are available</li> <li>• To manage financial resources effectively and efficiently</li> <li>• To keep accurate financial records when dealing with service users' finances and petty cash</li> <li>• In the absence of the manager/deputy manager to assume responsibility for the management of the services</li> </ul>
<b>PERFORMANCE MANAGEMENT</b> <ul style="list-style-type: none"> <li>• To actively undertake staff supervisions at least three times a year per staff member</li> <li>• To conduct annual appraisal meetings</li> <li>• To undertake any training deemed necessary</li> </ul>	<b>LEADERSHIP</b> <ul style="list-style-type: none"> <li>• To be an efficient, collaborative and effective team leader, with delegation and feedback responsibilities: motivate, support, induct and mentor/coach team members</li> <li>• To communicate effectively and appropriately</li> <li>• To feedback observations and ideas and share your learning</li> <li>• To take ownership and responsibility for decisions and actions</li> <li>• To identify problems and opportunities</li> <li>• To be proactive</li> <li>• To seek continuous improvement</li> <li>• To encourage trust through own action</li> </ul>

## **PROFESSIONAL CONDUCT**

- To conform to a high standard of professional conduct at all times
- To be able to prioritise and co-ordinate a workload
- To maintain and establish good relationships with professionals, colleagues and anyone you come into contact with through your role
- To always behave in a professional manner
- To display a personal appearance that is clean, appropriate and tidy and dress accordingly
- To maintain confidentiality
- To assist with fund-raising activities across Orchard Trust
- To uphold and demonstrate the values of Orchard Trust and apply these to all internal and external interactions.
- To act as an ambassador for the Orchard Trust
- To express views in a constructive way
- To collaborate to seek the best outcome for the Trust, supporting other teams where appropriate
- To take ownership
- To deliver on commitments in a timely way
- To respect the contribution of others
- To recognise the achievements of others

## Person Specification – Team Leader

	What we are looking for	What this might look like
<b>Team Working</b>	<ul style="list-style-type: none"> <li>• Works collaboratively and effectively within a team</li> <li>• Is flexible, reliable and adaptable</li> <li>• Is actively involved in promoting high standards</li> <li>• Has a 'can do' positive attitude</li> <li>• Able to work on own initiative</li> <li>• Problem solver and prepared to go the extra mile</li> <li>• Complies with all aspects of statutory and OT regulations</li> </ul>	<ul style="list-style-type: none"> <li>• Support your manager and colleagues to maintain a high quality provision.</li> <li>• Actively seek feedback on performance</li> <li>• Delegate and feedback effectively and appropriately</li> <li>• You are self-motivated and flexible to change, sometimes without much warning</li> <li>• Work collaboratively within your team, treating each member with dignity and respect</li> <li>• Able to make decisions and generate solutions to any problems</li> </ul>
<b>Communication and interpersonal skills</b>	<ul style="list-style-type: none"> <li>• Communicates and listens effectively at all levels</li> <li>• Maintains confidentiality</li> <li>• Has a sense of humour</li> <li>• Behaves in a professional manner and acts as an ambassador when representing the Orchard Trust</li> <li>• Acts as a role model at all times</li> </ul>	<ul style="list-style-type: none"> <li>• Speaks clearly and uses appropriate language</li> <li>• Shares information effectively, good networking skills, has integrity</li> <li>• Ensure that chatter and social networking do not lead to inadvertently breaking a confidential piece of information</li> <li>• Ensures all sensitive documentation is secure</li> <li>• Promotes the Trust as a 'great' organisation</li> </ul>
<b>Literacy and Numeracy</b>	<ul style="list-style-type: none"> <li>• Able to read, comprehend and write neatly, legibly and accurately.</li> <li>• Can spell well</li> <li>• Is able to undertake mathematical calculations</li> <li>• Has the ability to write factual information rather than opinion in a succinct way</li> </ul>	<ul style="list-style-type: none"> <li>• Up to date records and documentation will need to be completed, such as communication books, food and bowel charts, reports for reviews, minutes of meetings, risk assessments and care plans</li> <li>• You will need to add, subtract, multiply and divide when undertaking petty Service User finance and petty cash duties</li> <li>• Any records completed will need to be 'SMART'; specific, measurable, authentic, relevant and timely'</li> </ul>
<b>IT</b>	<ul style="list-style-type: none"> <li>• Be able to use a computer effectively and have a working knowledge of Microsoft Word and Outlook</li> </ul>	<ul style="list-style-type: none"> <li>• Produce a menu, invitation; write a report, letter etc.</li> <li>• Be able to send and receive emails</li> </ul>

<b>Planning</b>	<ul style="list-style-type: none"> <li>• Excellent time management</li> <li>• Good organisational skills</li> <li>• Able to work within agreed timescales</li> </ul>	<ul style="list-style-type: none"> <li>• Working to deadlines, prioritising, ensuring shifts begin promptly</li> <li>• Produce a rota, planning holidays etc.</li> <li>• Complete set tasks within given time scales</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience of working alongside people with learning difficulties or in the Health and Social Care Sector</li> </ul>	<ul style="list-style-type: none"> <li>• You will need to have worked in a care setting for a minimum of eighteen months</li> </ul>
<b>Training and Development</b>	<ul style="list-style-type: none"> <li>• NVQ/Health and Social Care Diploma level 2</li> <li>• Responds to constructive feedback in a positive way</li> <li>• Uses reflective practice to improve performance</li> <li>• Undertakes all training deemed necessary</li> <li>• To undertake the Care Certificate (a mandatory requirement). This must be completed within 12 weeks of commencement</li> <li>• Three years driving experience and full driving licence and if eligible a willingness to drive a Trust vehicle and undertake a driving assessment</li> </ul>	<ul style="list-style-type: none"> <li>• Show motivation and competence to undertake L3 Health and Social Care Diploma and complete within 18 months of commencement.</li> <li>• Reflect on your working practises. What was good, what wasn't so good, how can I improve and how will I do it next time.</li> <li>• Use feedback from others to improve work performance</li> <li>• Actively involved in the supervision process</li> <li>• Takes responsibility for and has a commitment to training</li> </ul>
<b>Initiative</b>	<ul style="list-style-type: none"> <li>• Identify problems and opportunities</li> <li>• Be proactive</li> </ul>	<ul style="list-style-type: none"> <li>• Look for new opportunities and be willing to initiate new ideas</li> </ul>
<b>Decision Making</b>	<ul style="list-style-type: none"> <li>• Take ownership and responsibility for decisions and actions in the manager's/deputy manager's absence</li> </ul>	<ul style="list-style-type: none"> <li>• Take a positive stance in changing and evolving situations</li> </ul>

This job description, key skills, person specification and examples given are intended as a guide and are not an exhaustive list of duties, skills and behaviours necessary for the role. There will be a requirement to be flexible in line with changing needs

As users of the Disability Confident Scheme, we guarantee to interview all disabled applicants who meet the minimum criteria for all advertised vacancies.

