

Job Description
Team Leader
<p>Introduction</p> <p>Autism Initiatives is committed to working in partnership with service users, their families, commissioners and others to provide a specialist, autism specific, person centred and outcome focussed service for people with autism spectrum conditions.</p> <p>All staff are expected to:</p> <ul style="list-style-type: none"> • Work in the context of Autism Initiatives' Vision, Mission and Philosophy and to use our 'Five Point Star' approach in order to support service users in achieving their goals. • Work to develop their abilities in line with the Autism Initiatives Competency Framework. • Recognise the positive abilities of service users and support our shared belief in life long learning. • Adhere to the Autism Initiatives' Code of Conduct and the NI Social Care Council's Code of Practice (NISCC), showing a high degree of professionalism, resilience, and a willingness to remain committed during particularly demanding times.
<p>Location</p> <p>Team Leaders are usually recruited for specific locations, but may also be required to work at other locations, either temporarily or permanently as required.</p>
<p>Line Manager</p> <p>The Team Leader is managed and supervised by the Service Manager whose area(s) they are located.</p> <p>The Team Leader will be accountable to their Service Manager for the overall management and quality of the service, in keeping with AI philosophy, aims and objectives. The Team Leader will also be expected to work directly with the service users and staff to ensure the effective running of the service.</p> <p>The role will involve assisting the Service Manager as required with the everyday running of the service and to deputise in the absence of the Service Manager as required.</p> <p>Person centred autism specific practice</p> <p>The Team Leader will:</p> <ol style="list-style-type: none"> 1. Specifically take account of the choices, needs and wishes of each service user, involving service users in their own plans and day to day decisions.

2. Take personal responsibility for learning about each service user and the way autism affects them; for 'listening' to each individual; and for reflecting on own practice to continuously develop their own knowledge and skills.
3. Maintain service user, staff and organisational confidentiality at all times.
4. Develop person centred working relationships with service users, carrying out Key Worker responsibilities if required, in a professional manner.
5. Ensure that *all* documents to support person centred outcome focussed autism practice, as contained in their Working Files, are appropriate and up to date and all plans being used effectively.
6. Ensure that all records (including any staff records) are maintained in an efficient and professional manner and in accordance with the Data Protection Act.
7. Contribute to service user reviews and all monitoring and inspections, both in writing and in person, as required. In liaison with the Service Manager prepare/help to prepare a written report for the Area Manager on a monthly basis and keep the Area Manager informed of all matters of concern relating to the service users as required.
8. Carry out assessments and write reports as necessary.
9. Ensure personal plans and interventions are reviewed regularly and updated as required and ensure that changes are communicated to relevant persons in a timely manner.
10. Work within the team to support service users in their daily lives, through:
 - Assisting service users to develop and maintain a high standard of personal hygiene and appearance.
 - Supporting service users to make appropriate choices regarding their nutritional needs.
 - Administering medication in accordance with service user needs and Kardex's and also ensuring medication policy and procedures are adhered and staff are competent in administering medication.
 - Accompanying service users to the dentist, doctor, hairdresser and other appointments as appropriate.
 - Reporting to the Service Manager any concerns regarding the service user's welfare including health and safety issues and safeguarding concerns.
 - Supporting service users in their personal care needs such as bathing, dressing, shaving, and assisting them to learn self-care and with direct support where required.
 - Actively encouraging and supporting leisure and meaningful activities both inside and outside of the home, in accordance with individual service user's interests, choices, needs, activity plans and support plans.
 - Accompanying service users on trips and holidays to various locations (including abroad) when required.
 - Ensuring the home environment is secure, clean and well presented, undertaking domestic chores and relevant checks as necessary and ensuring tasks are delegated fairly.
 - Adhering to all safeguarding requirements and any procedures aimed at the protection of vulnerable adults.
 - Using 'Positive Intervention Support Planning' to support service users in managing their own challenging behaviours.

Quality

The Team Leader will:

1. Be aware of national standards and key outcomes for the service and be aware of promoting a positive working environment for employees.
2. Attend all meetings which contribute to quality development as required/directed.
3. In liaison with the Service Manager ensure all internal and external regulatory monitoring visits e.g. internal Peer Reviews and RQIA inspections are prepared for and responded to in a timely and efficient manner.
4. Ensure all actions arising from inspections and monitoring are recorded, acted upon, and improvements evidenced and forwarded to the relevant persons in a timely manner.
5. As directed by the Service Manager ensure that all reports required by senior managers are completed in an efficient and timely manner, using electronic systems where appropriate.
6. Following the transition procedure, ensure all information is relevant, up to date and recorded on the appropriate records as required.
7. Maintain all written records relating to the service as required.

Resources and systems

People/Staffing

The Team Leader will:

1. In liaison with the Service Manager and HR, recruit and interview staff, maintaining the required staffing levels for the contracts and service user support, in accordance with organisational procedures and current legislation. The team leader must ensure they receive training before taking part in the recruitment process.
2. Forward plan duty rotas using the Rota Management System as directed by the Service Manager. Ensure there is an adequate number and skill/working knowledge mix of support staff members available to meet the needs of service users within the allocated budget.
3. Ensure all absence is managed according to the Absence Management Policy, notification procedures are being followed and documentation to certify absence is being obtained. All employees must receive a return to work interview on their return from work for any absence. All absence information should be forwarded to the HR department without delay. Guidance should be sought from HR in relation to Absence meetings and long term absences.
4. In liaison with the Service Manager hold/partake in regular team meetings and support effective teamwork and ensure clear, positive communication channels. Organise and chair monthly team meetings within the service if required.
5. Offer day to day advice and guidance to staff, giving formal supervision and appraisal

as required according to policy to ensure best person centred autism practice by the staff team. Forward support /annual review documents to the HR department.

6. Ensure that all staff access mandatory and development training and that learning is transferred to practice.
7. Plan and deliver training to your staff team as required/directed.
8. Contribute to the on call system for own and other services if required
9. Participate in any investigations, grievances, complaints or disciplinary actions, in accordance with the organisation's procedures and in liaison with the HR department. Ensure you have received training before partaking in this process.
10. In liaison with the Service Manager compile and prepare salary returns for the staff team and submit them to the line management by the designated dates.

Finance

The Team Leader will:

1. Liaise with and take guidance/direction from the Service Manager and the Finance team in the preparation of the annual budgets.
2. At all times work within budget, maintaining and recording all financial information, including those related to service users' own monies as well as the service's petty cash. Highlight any concerns to the Service Manager without delay.
3. Ensure that service users are receiving all entitlements owed, with regard to benefits payments. Any concerns bring to the Service Manager without delay.
4. Ensure Management Accounts are scrutinised and any discrepancies reported and rectified with the support of finance team.
5. Ensure cash within the service/home is managed in accordance with the organisations procedures.
6. Follow the Finance policy and finance training provided in relation to service user monies, service user purchases and obtaining quotes/ internal management authorisation before acting. Following policy for all other financial matters in service.

Health and Safety

The Team Leader will:

1. Ensure that the service buildings and environment is maintained to an acceptable standard, being clean, comfortable and safe and equipment is stored in accordance with Health & Safety requirements in liaison with the Service Manager.
2. Ensure that Health & Safety checks occur as required and plans are developed and appropriate records kept in liaison with the Service Manager.
3. Ensure all reporting is completed as required and in accordance with the Data

Protection Act.

4. Ensure that a record is maintained of all accidents / incidents / near misses for service users and staff and ensure these records are forwarded to the relevant authorities if required (as guided by the Service Manager) and the Health and Safety officer in Autism Initiatives.
5. Ensure that potential hazards in all areas are assessed and that action is taken to minimise any identified risk in liaison with the Service Manager and Autism Initiatives Health and Safety.
6. Ensure Health & Safety procedures and policies are adhered to at all times.

Working together

The Team Leader will:

1. Develop and maintain effective working relationships with internal colleagues and external stakeholders and teams so that we provide an efficient service user outcome focussed service.
2. Build and maintain a positive working relationship with families and significant people in the service user's lives.
3. Build and maintain effective working relationships with commissioners, health professionals and other colleagues whose work impacts on the lives of service users.
4. Engage with and contribute positively to local groups, creating and maximising opportunities for service users to be a part of the community.
5. Attend and report on local provider and other forums as required.
6. Ensure that all feedback, including Complaints, Compliments, and Suggestions, is encouraged, recorded, reported and used to improve the service.

Personal development

The Team Leader will:

1. Attend all relevant and required training and development programmes and refresher training.
2. Change their practice as a result of development experiences as required.
3. Continuously develop their own professional leadership style, being a positive role model for their team and colleagues.
4. Attend and contribute to own supervisions, appraisals, training and other events as required.
5. The team leader will be required to be registered with NISCC and to maintain this annual registration.

6. Be committed to developing their career with Autism Initiatives.

General

The Team Leader will:

1. Work designated periods of rotation of the on call rota if required.
2. Attend and support particular functions and events throughout the year if required.
3. Not, at any time, act in such a way as to bring the Company into disrepute.
4. Work and promote a harmonious working environment free from any form of bullying or harassment.
5. Undertake any other duties as reasonably requested, relative to the objective of the post.
6. Adhere to confidentiality policies at all times.

The Team Leader will also undertake any other task, or work which arises within the scope of the role in order to meet the needs of the service, the service users or the Company and in keeping with regulatory and legislative requirements. Duties will at all times be undertaken in compliance with AI's policies and procedures, including Health and Safety.

This job description is not definitive and may vary in accordance with changing needs.

September 2016

JOB CRITERIA – TEAM LEADER

To assist the Service Manager in every aspect of the running of the service as directed and to deputise in the absence of the Service Manager as required.

ESSENTIAL

- Level 5 Diploma (QCF5) in Leadership for Health and Social Care services (Adults Management) or working towards this.
- GCSE English and Maths at grade C or above, or equivalent.
- Working knowledge of senior support worker role supporting people who have ASC, communication difficulties and associated complex needs.
- NISCC registration.
- Full UK driving licence with access to own car.
- Knowledge of statutory and legislative requirements and application of a 'rights based ethos', in line with Domiciliary Care Agencies Minimum Standards.

DESIRABLE

- Relevant health care qualification i.e. social work / nursing.

Person Specification	
Job Title: Team Leader	
ESSENTIAL	HOW ASSESSED
<ul style="list-style-type: none"> • Ability to show compassion, enthusiasm, empathy and warmth. • Able to work effectively in partnership with service users, families, colleagues, and other professionals. • Clear verbal communication • Recognition of the importance of active listening. • Written communication and understanding. • Ability to understand and complete relevant numeric and written documents and reports. • Professional approach and positive attitude. • Knowledge of current legislation and regulations for Health and Social Care. • Working knowledge of national standards • Understanding of what 'a person centred approach' means. • Ability to work effectively as part of, and to manage a team. • Flexibility and resilience: The ability to meet the changing needs of service/service users. 	<p>Application form, interview and references.</p> <p>Application form, interview and references.</p> <p>Interview.</p> <p>Interview.</p> <p>Application form and interview.</p> <p>Application and interview.</p> <p>Interview.</p> <p>Application form and interview.</p> <p>Application form and interview.</p> <p>Application form and interview.</p> <p>Application form and interview.</p> <p>Application form and interview.</p>
Other assessment methods may apply in addition to interviews.	
September 2016.	

Terms and Conditions

Post:	Team Leader
Contract:	Permanent
Hours:	40 hours per week, shift work on a rota pattern to meet the needs of the service.
Salary Range:	Pay proposal being considered
Leave:	20 Days Annual Leave per year
Bank Holidays:	10 Days per year
Probation:	6 Months, 12 week assessment process.
Occupational Health Benefit:	The organisation operates an Occupation Health Benefit scheme.
Pension:	Automatic enrolment with option to opt out
Equal Opportunities:	Autism Initiatives is committed to equal opportunities and as such welcomes applications from all sections of the community.