

**JOB DESCRIPTION**

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| **Job Title** | **Location** |
| Team Leader - Days | The Mews Supported Living143a Glen Road, Belfast BT11 8FU |
| **Accountable to** |
| The Registered Manager through the Deputy Manager.  |
| **The Service** |
| The Mews is a Positive Behaviour Support Service (PBS) which consists of 12 single occupancy apartments located in West Belfast. The service provides a Person-Centred approach through supported living solutions to service users with Learning Disabilities, Autistic Spectrum Disorder and complex needs. The Service operates under the Positive Behaviour Support (PBS) Framework and provides 24hr care and support. |
| **Purpose of the Job** |
| As part of the Living Options services, the Team Leader will be a part of the management team and will support the Registered Manager/Deputy Manager to meet the Domiciliary Care Agencies Regulations (Northern Ireland) 2007 and the DHSS&PS Domiciliary Care Agency Minimum Standards. They will:* Support the Registered Manager to develop and implement personalised care/support plans and individual risk assessments to meet individual needs.
* Support the Registered Manager to ensure the delivery of quality care and support.
* Support with the management budgets and resources.
* The Team Leader will mentor and supervise the Support Team.

Team Leaders must be available to work flexibly and be available to work unsociable hours and public holidays on a rotational basis. |
| **Salary/ Hourly Rate** | **Hours of Work** |
| £16.76 per hour | 37.5 hours per week 3 x 12.5 shifts per week including working weekends.*Flexibility is required to ensure the needs of the service are met. Team Leaders must be available to work unsociable hours and on public holidays on a rotational basis. Working patterns can be discussed further at interview stage.*   |
| **Closing Date** | **Length of Contract** |
| **Friday, 9th May 2025 at 10:00 am**  | Permanent |

**We are currently offering a Welcome Bonus up to £250 (pro rata): The bonus will be £100 on successful completion of 6 months’ service and a further £150 on the first anniversary totalling £250.**

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| **Our Benefits** |
| * Annual Leave 6.4 weeks days pro rata in each leave year (inclusive of statutory days). This increases to

7.4 weeks after 5 years’ service and 7.8 weeks after 10 years’ service. * Paid breaks.
* Free car parking as well as tea and coffee.
* Paid annual NISCC registration fees.
* Investor in People accredited organisation with commitment to development of employees through

paid training and learning opportunities, including QCF Level 3.* Enhanced rate of pay for working on statutory days.
* Auto-enrolment pension scheme, 5% employee contribution and 4% employer contribution.
* Occupational Sick Pay (2 weeks full pay, 2 weeks half pay after 6 months service).
* Employee Assistance Programme including access to 24/7 Doctors support.
* Health Cashback Scheme.
* Special offers at over 600 leading high street and online retailers.
* Cycle to work scheme.
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| **Our Vision, Mission and Values** |
| **Our Vision** is an inclusive society for all.**Our Mission** is to support individuals and families living with disability, autism and brain injury to live the lives they choose. **Our Values** are **C**ollaboration, **E**quality, **D**ignity, **A**chievement, **R**esilience. |

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| **Key Duties and Responsibilities** |
| **Customer****To contribute to service provision and development.*** Delegating personal care and housing support tasks as per service user requirements and ensuring that these are carried out to the acceptable standards.
* Ensure staff provide support that follows service user’ care plans and support plans.
* Managing a shift and staff team to ensure the health safety and wellbeing of service users, staff and others.
* Ensure that all service users are supported as individuals.
* Take the lead on ensuring all support assistants are fully supported to reach and maintain the standards expected. Provide feedback and support where performance is not meeting the required standard.
* Ensure that service user person centred plans are maintained in line with Cedar Record Keeping principles and guide support staff on how to maintain a high standard of such
* Act as an advocate for service users’ putting their best interests first and foremost whilst ensuring the health and safety of all who receive and deliver services
* Demonstrate a caring attitude always for both service users and colleagues.
* Address any service, staff related or service user issues in timely manner in adherence with Cedar Policy and procedures.
* Support service users through their process of transition and take on key working responsibilities.
* Support service users with regards to decision making and lifestyle choices enabling them to take control of their own lives and increase independence.
* Ensure all personal care tasks are carried out in line with the needs, wishes and preferences of the service user’s informed by the care/support plan.
* Ensure support assistants support service users to take an active role in the community by accessing local facilities and wider community resources to enable social inclusion.
* Support the development of person-centred planning, ensuring each service users’ Care and Support plan has meaningful and achievable goals.
* Promote a healthy lifestyle for service users by liaising with local health care professionals.
* Work in partnership with care managers and other professionals to maximise quality of life for individuals.
* Contribute to and attend multidisciplinary meetings.
* Develop positive relationships with family and carers.
* Provide support where required to promote the needs and wishes of service users including delivery of appropriate housing related support.
* Support a team of support assistants to assist service users carrying out all normal household tasks and enabling the service user to be fully involved in all aspects of their lives.
* Support the support assistant team to meet care needs of service users to maintain their personal standard, recognising when a service user could potentially be ‘at risk’ if these are not maintained.
* Ensure that the service users’ rights to privacy, and dignity are respected.
* Support and advocate for service users to maintain their wellbeing which includes signposting to services appropriate to that individual.
* Ensure that medication is ordered, stored, administered and audited in accordance with The Cedar Foundation’s Medication Policies and Procedures.
* Follow individual Positive Behaviour Support Plans and reporting any changes or events which may impact on the care and support being provided.
* Report and manage all incidents in line with the CPI Safety Intervention Training and PBS guidelines.
* Record and report any Adverse Incidents/Accidents and potential or actual safeguarding concerns immediately.
* Ensure unusual, complex or difficult situations are addressed and reported, referring to Manager/Deputy Manager as appropriate.
* Ensure full adherence and compliance with the Domiciliary Care National Minimum Standards.

**Internal Processes** * To take daily direction from line manager ensuring that the operational management of the service is continuous and reflects the needs of service users.
* To be competent in all areas of practice and ensure that knowledge is current, and evidence based.
* To fulfilling the role of the person in charge of a shift in the absence of registered manager or deputy manager.
* Ensure a well led service and promote positive team working at all times.
* Effectively report on any deficits within rotas that could impact negatively on the operational running of the service.
* Ensure documentation is recorded accurately and appropriately in compliance with Cedar requirements and that records made, and personal information used are following the Data Protection Act and GDPR Requirements.
* Ensure quality management systems (ISO procedures) according to policy and procedure.
* Develop the staff team in contributing to the writing, implementing and reviewing of support plans which reflect the interests and wishes of the individual service user.
* Conduct all activities in a manner which is safe to themselves and others.
* Report repairs and maintenance issues and concerns in the accommodation to the appropriate agency/individual.

**Organisational Capacity*** To support staff in the delivery of service.
* To provide leadership to the team acting as a positive role model at all times.
* Provide direct supervision to support assistants.
* Provide in-service coaching and mentoring for support staff.
* Identify staff learning and development requirements based upon supervision and direct observation of individual staff members.
* Ensure full adherence and compliance with the NI Social Care **Council's Standards** of Conduct and **Practice for self and support assistant team.**
* To maintain effective communication.
* Develop and maintain effective communication systems within the service.
* Ensure parties involved in planning and review of support are regularly updated on changes and progress relevant through regular, planned reviews and reports.
* Establish and maintain effective communication with families and relevant others.

 **Finance** * To follow the Cedar Foundation Service User Finance Policy and Procedure at all times.
* Support individual service users to manage their finances as per their finance plan.
* Take responsibility for receiving and receipting all service user monies.
* Take responsibility for receiving and receipting any allocated petty cash expenditure.
* Understand and have an awareness of all Cedar Foundation’s Policies and Procedures and work within these.
* Ensure budgetary compliance in relation to us use of resources for example, the delivery of commissioned hours, use of agency staff, management of petty cash and service resources.

**General*** To always undertake your role in a professional manner maintaining a high-quality standard of work, and to always work in accordance with the aims, values and ethos of the Cedar Foundation.
* Maintain the highest levels of confidentiality.
* The willingness and ability to work flexibly to meet the requirement of the role.
* Work within Cedar Quality Management System (ISO)guidance, policy and procedure.
* Work in a way that meets the statutory requirements of employees under Health and

Safety at Work.* Adhere to the NISCC of Practice and The Cedar Foundations’ policies and procedures, where applicable.
* At all times work within current legislation and maintain confidentiality.
* Engage positively with The Cedar Foundation’s coaching and development processes.
* Attend all mandatory and personal training. Ensure development needs are met in line with company requirements.
* Positively collaborate with the team for the ultimate benefit of the people receiving service.
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*This Job Description is a general outline of the post as it is currently perceived by The Cedar Foundation. It is not intended to be restrictive or definitive. Each member of staff will have an individual work plan agreed with them following appointment to the post, which is aligned to the organisation’s strategic plan. The responsibilities of the post may change in line with continuous improvements as Cedar aims to meet its vision and best respond to the needs of disabled people accessing our services.*

*Reserve List will be held for Team Leader vacancies in The Mews.*

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**PERSONAL SPECIFICATION**

***CRITERIA –*** *all applicants MUST be able to demonstrate either at short-listing or at interview all essential criteria listed below. Applicants should therefore make it clear on their application form whether or not they meet the required criteria. Failure to do so may result in you not being shortlisted. The stage in the process when the criteria will be measured is stated below.*

**Please Note – At present The Cedar Foundation does not offer sponsorship**

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| **Essential Criteria** |
| **Criteria** | **Assessment** |
| 1. | Professional qualification for example:Professional Social Work qualification and be registered or eligible for registration on appointment on the NISCC’s registerA first level registered nurse on the appropriate part of the Nursing and Midwifery CouncilA qualified Occupational Therapist registered with the HCPC**OR** A relevant Degree i.e.  Psychology, Social Care AND be registered or eligible for registration on appointment on the NISCC’s register.**OR** A level 3 Health and Social Care qualification or equivalent AND be registered or eligible for registration on appointment on the NISCC’s register. | Application / Pre-employment checks |
| 2. | Two years’ previous experience in a social care setting providing support/care. | Application / Interview |
| 3. | Working knowledge of the needs of people with learning disabilities . | Application / Interview |
| 4. | Experience of behaviours which challenge and associated risks | Application / Interview / Probationary |
| 5. | Effective communication and use of IT skills. | Application/Interview |

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| **Desirable Criteria** |
| **Criteria** | **Assessment** |
| 1. | Recognised qualification e.g. nursing / social work.  | Application form / Pre-employment checks |
| 2. | Level 5 Diploma in Leadership for Health and Social Care Services (Adults’ Management) Wales and Northern Ireland.  | Application form / Pre-employment checks |
| 3. | Experience of supervising staff and co-ordinating provision of support and personal care.  | Application form / Interview |
| 4. | Can demonstrate previous experience of working in a Supported Living context.  | Application form / Interview |

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| **Values Competency** |
| **Criteria** | **Assessment** |
| 1.  | **Collaborative** working and the ability to work in a team to deliver our vision and strategic aims |  Interview /Probationary |
| 2. | Commitment to building a community that recognises **Equality** and **Diversity**  | Interview / Probationary |
| 3. | Ability to support service users to **Achieve** their full potential | Interview / Probationary |
| 4. | Committed to ensuring the provision of high quality person centred services. | Interview / Probationary |
| 5.  | Demonstrating **Resilience** to meet the objectives of the job | Interview/ Probationary |

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| **Conditions of Employment** |
| **Requirement** | **Assessment** |
| 1. | The right to work in the UK. | Provide original right to work documentation. |
| 2.  | Provide 2 satisfactory references, one being from the most recent employer. | Give the name and contact details of relevant referees and contact the referees to inform them that they will be contacted by us. |
| 3.  | Have a full current driving licence and access to a vehicle for the purposes of work. *This criterion will be waived in the case of a suitable applicant who has a disability, which prohibits them from driving but who is able to organise suitable alternative arrangements in order to meet the requirements of the post in full.*  | Provide a valid diving licence (both parts). |
| 4.  | NISCC registered or willing to register within 6 months of commencing employment and maintain registration.  | If you have worked in the care sector previously you must provide evidence of NISCC registration relevant to role. If your registration has lapsed you must renew before or on your first day of induction.OrIf you are new to the care sector you must register with NISCC within 6 months of your start date. |
| 5.  | Successful applicants will be required to go through an Enhanced Access NI check. | Apply for an Enhanced Access NI check online, when asked.  |
| 6. | Able to fulfil the Occupational Health requirements for the post which includes being physically and mentally fit for the purposes of the work. | Complete and return the Medical Questionnaire and attend an Occupational Health Assessment, if required. |
| 7. | Ability to undertake and maintain CPI Safety Intervention Training. | Successfully complete and maintain CPI Safety Intervention Training |
| 8. | Team leaders are required to work on a rota basis to include unsociable hours, weekends and public holidays | Interview  |

# **THE CEDAR FOUNDATION IS AN EQUAL OPPORTUNITIES EMPLOYER**