**Job Description** Team Leader

**Terms of Contract** Full time

**Location:** Edinburgh

**Role of the Team Leader**

Apply your knowledge of social care practice to ensure the provision of a personalised, innovative, best value, high quality, inspiring and socially inclusive service.

Management of the delivery of support as agreed in support plans for areas such as tenancy support, housing management support (if appropriate), health needs, personal development, emotional issues and inclusion that positively impacts the people you support’s health and wellbeing.

**Responsibilities of the Team Leader**

**Service Delivery**

* Participate in the Service’s referral, interviewing and selection procedures;
* Review support plans, lead or contribute to regular support reviews of support goals, goal updates, protocols, guidelines, risk assessments and ensure the delivery of personalised support as described in the plans;
* Manage the Service’s key working with the people you support;
* Ensure the delivery of support and / or care is in line with the responsibilities of the post;
* Ensure the delivery of all eligible services as defined by the Housing Benefit Service Charge;
* Ensure all work undertaken is based on the assessment of the risk to the people you are providing support to, colleagues and yourself;
* Proactively liaise with family, friends and advocates of the people you support;
* Actively promote health awareness and healthy living and facilitate positive lifestyle choices, preserve rights and ensure personalised communication is used for the people you support;
* Meet the aims and objectives of the Service;
* Recognise change as an integral part of the delivery of support and personal care and implement thoughtfully;
* Manage the Service budget expenditure responsibly and effectively.

**Involvement and Integration**

* Support people who you provide support to, to play an active role in the overview, development, and evaluation of the Service and Care Support Scotland
* Access internal and external personal development opportunities for the people you provide support to e.g. peer support volunteering and paid work, training opportunities (delivering and attending), creative arts and health and wellbeing events.

**Joint Working**

* Develop constructive relationships with national and local statutory, voluntary and community agencies to ensure appropriate resources, support and understanding of the service;
* Liaise with appropriate landlord services to ensure all property issues are understood and managed for the people you support;
* Liaise with Care Support Scotland in the provision of Health and Safety and IM&T.

**Staff Management**

* Work in partnership with People & Culture, when appropriate, to ensure best practice in recruitment, induction, training, personal development, supervision, appraisal, disciplinaries, staff absences and staff turnover;
* Lead and motivate staff by ensuring an innovative and dynamic support service;
* Provide appropriate development opportunities for Senior Support Workers or Support Workers through the provision of supervision and appraisal.

**General**

* Work across Care Support Scotland in a variety of services as a Team Leader, taking on shorter term management of service areas that may be thematically or geographically diverse. Ensure that consistency of Care Support Scotland management methods, policies and procedures are effectively embedded in all services that are managed;
* Develop, implement and monitor action plans for any team-led changes or external recommendations from the Care Inspectorate, Quality Assurance or Business Assurance;
* Contribute, in consultation with the Service Manager and the Care Support Scotland Finance team, each year’s budget and ensure the financial targets are met;
* Deputise for the Service Manager in their absence;
* Participate in the on-call service.

**Diversity**

* Represent and protect diversity through valuing everyone’s contribution, by integrating diversity into all that you do and promoting its core values.

**Self-Management**

* Use own initiative to manage time effectively, keeping all work up-to-date and prioritising to ensure that the most urgent is dealt with first;
* Recognise that you are accountable and responsible at all times in your role;
* Create a positive image of cooperation, respect and goodwill in every aspect of your work;
* Undertake ‘Continual Professional Development’ through taking personal responsibility for your self-development, lifelong learning and management of your CPD evidence folder ensuring you meet SSSC registration standards;
* Record information as required by The Health and Social Care Standards, SSSC’s Code of Practice and Care Support Scotland policies, procedures, guidelines and protocols;
* Record information as required by Care Support Scotland policies, procedures, guidelines and protocols;
* Abide by the Health and Social Care Standards and Scottish Social Services Council’s codes of practice in all work undertaken;
* Adhere to Care Support Scotland and Service specific procedures, guidelines and protocols;
* Be aware of current Health and Safety policies and to take responsibility for their own safety, and that of others who may be affected by any act or omission on your part;
* Undertake such additional duties, as directed by their line manager or other staff if appropriate, as would reasonably be expected of someone at this grade.
* These duties may be undertaken at the post holder’s principal place of work, or at any other relevant office;
* Apply Care Support Scotland values (Respect, Compassion, Thrive) to all aspects of your work;
* Apply the Mission statement of ‘providing expert services that make a positive impact for people who require support with independent living’;
* Undertake such additional duties, as directed by your line manager or other staff if appropriate, as would reasonably be expected of someone at this grade. These duties may be undertaken at the post holder’s principal place of work, or at any other relevant office;

This job description is not an exhaustive list of tasks.

**Please note:**

It is Care Support Scotland’s policy to encourage the personal development of staff. Care Support Scotland will support staff in line with the requirements of the job and the responsibilities of Care Support Scotland.

You will attend statutorily required training and have access to training appropriate to the specialist requirements of the role and your personal development.

You will receive regular and responsive social care supervision from your line manager.