# EAST SUSSEX COUNTY COUNCIL JOB DESCRIPTION

# Job Title: Team Leader learning Disability or Older People

# Department: Adult Social Care and Health

# Grade: Single Status 7/8

# Responsible to:

# Responsible for:

# Purpose of the Role:

**Day Service**

Older People’s Day Services provide care and support as well as activities to people with a range of physical and mental health needs attending the day service. The aim of the service is to provide support to carers, prevent social isolation for people who live alone and to enable people to continue to live in their own homes for as long as possible.

As a Senior Support Worker within the day service team, you will lead a team of support workers to provide a variety of group activities including chair-based exercise, arts and crafts, quizzes, reminiscence activities etc. You will provide one to one supervision to the team members and lead team meetings. You will complete monthly quality assurance, ensure records are appropriately maintained and monitor staffing levels. It is a very rewarding role which offers the opportunity to work with a wide range of clients with varying levels of need. We offer a welcoming environment which promotes an opportunity for each staff member to learn and develop within their role.

**East Sussex Community Support Service (ESCSS)**

East Sussex Community Support Service (ESCSS) provides services to adults with a diagnosed learning disability from the age of 19+, to people living in the community, either in their own home or Supported Living. ESCSS is a county wide 24/7 service.

Team Leaders are responsible for the induction, training, supervision and development of support workers to ensure they are meeting the care and support needs of clients receiving a service. The service provides whole life support. For example, this could be supporting an individual with personal care or attending a medical appointment, helping them budget plan and food shop or support an individual to learn to undertake their own domestic tasks or attend a recreational activity or interest or being in their home with them so they are safe.

Team Leaders co-ordinate and plan rotas to enable staff to attend visits/ provide background support to people to help them with specific tasks or outcomes. Support Workers are involved in supporting individuals, predominantly on a one-to-one basis to live their whole life and be as independent as possible and achieve their life goals. Team Leaders/ Senior Support Workers will monitor and observe staff practice to ensure support is provided appropriately and to a high standard, role modelling good practice. You will be involved in client support planning, along with relevant risk assessments and Health & Safety duties, including acting as controller of premises as delegated by or in the absence of the Service Manager.

As a Team Leader you will take on a duty role whereby you are responsible for the effect deployment of staff and the day-to-day running of the service or supported living scheme(s). Dealing with anything that arises, ensuring the smooth running of the service, reporting to the Service Manager as required.

# JCR

You will support the managers in the service in ensuring service quality is maintained and staff are supported and effectively managed by being responsible for a designated group of staff. You will manage and lead the staff group to support clients and maintain independence at home.

You will be responsible for maintaining an overview of designated clients to ensure they are receiving an effective and appropriate service, referring clients onto other services as required. You will review clients and recognise when they have achieved their goals with the service and can be discharged.

You will be expected to provide Duty support outside of core hours which means answering staff and client queries and triaging referrals. You will provide relevant training to staff and be responsible for a topic to research and share knowledge of the topic. You will provide a regular written report to managers on any relevant best practices updates related to the subject matter responsible for and the progress of training within that area.

**LD Day Services**

Learning disability (LD) day services provides day support services to adults with a diagnosed learning disability from the age of 19+. The clients who attend LD day services receive support throughout the day to participate in timetabled activities which promote friendships, teach independence skills, involve clients in their local community, support with recreational activities, provide meaningful occupation throughout the day that meets their needs whilst providing respite to their carers. Many clients live at home with unpaid carers or are supported to live as independently as possible. Support Workers facilitate activities for clients.

Each LD day service has a team of Support Workers, transport staff and line managers who provide a service to clients from 8.30am to 7.30pm, week days, on a rota basis. Sessions run from 9am to 12pm, 12.30pm to 3.30pm and 4pm to 7pm, for four days a week. Each day service is closed 1 day a week. There are a range of activity sessions throughout this period of time. Clients can choose which sessions they attend based on their allocation.  Some sessions are based within the day service utilising our modern and adapted buildings and others start and end in a community location, for example a local library or pub or spots venue. The team support clients to achieve their individual goals, as part of the 5 ways to wellbeing.

Some clients receive minibus transport, which is provided by the day service team, to sessions within the day service building. Transport provision is dependent on eligibility. Team Leaders/Seniors line manage the transport team alongside other members of staff.

Team Leaders are responsible for the induction, training, supervision and development of staff to ensure they are meeting the care and support needs of the clients attending the service. Team Leaders/ Senior Support Workers will monitor and observe staff practice to ensure support is provided appropriately and to a high standard, role modelling good practice.

Team Leaders co-ordinate and plan rotas to enable staff to run sessions for clients bringing their own ideas and interests to enhance the sessions on offer. Senior Support workers may also act as a key worker to a small group of clients. As a key worker you get to know the clients within your key worker group very well and liaise with carers and advocate for key clients as needed.

As a Team Leader you will be involved in client support planning, along with relevant risk assessments and Health & Safety duties, including acting as controller of premises as delegated by or in the absence of the Service Manager. You will also take on a duty role whereby you are responsible for the effect deployment of staff and the day-to-day management of the building and the sessions that are running. Dealing with anything that arises, ensuring the smooth running of the service, reporting to the Service Manager as required.

**Milton Grange**

Milton Grange is a 37 bedded, short term, intermediate care service which provides rehabilitation, personal care, and support to older people with physical and mental health needs. The team work closely with East Sussex Hospitals Trust (ESHT) to support hospital discharges and prevent admissions to hospital. ESHT provide the nurses and physiotherapists who work at Milton Grange. The aim of the service is to enable people to maximise their independence and return home.

There is a multidisciplinary team comprising Rehab Support Workers, Senior Rehab Support workers, Occupational Therapists, Physiotherapists, Therapy Assistants, Social Worker, Nurses, and Housekeepers. The team is supported by an external GP practice who visit daily and by ESHT Pharmacy. Having a multidisciplinary approach ensures that all aspects of a person’s daily living activities are considered. Milton Grange is committed to the provision of person-centred care with each client having their own individual care and support plan.

As a Senior Rehab Support Worker, working within the multidisciplinary team, you will be leading a team of Rehab support workers to deliver personal care and assist people with activities of daily living, to enable them to regain their independence and return home. You will provide one to one supervision to the team members and lead team meetings. You will complete monthly quality assurance, ensure records are appropriately maintained and monitor staffing levels. By liaising with other members of the multidisciplinary team, you will ensure appropriate information is shared regarding the care and support needs of each individual. It is a very rewarding role which offers the opportunity to work with a wide range of clients with varying levels of need. Milton Grange is a welcoming environment and promotes an opportunity for each individual staff member to learn and develop within their role.

**Respite Services**

Respite services supports adults with a diagnosed Learning Disabilities from the age of 19yrs old. Our Respite Services operate across two separate sites, each service is regulated by CQC:

1) Grangemead a 12 bedded respite service located in Hailsham, providing regular respite stays for 4 beds for people having a break away from home, alongside emergency respite for the remaining 8 beds for people experiencing a sudden change in their life which may include support for trauma or bereavement.

2) Greenwood a 14 bedded respite service located in Bexhill, providing regular respite stays for people having a break away from home.

Clients may have a range of needs including complex health needs and physical or behavioural needs. Clients may require personal care and use specialist equipment.

Our respite services seek to ensure that clients are able to maintain their independence and gain skills during their stay and may choose to attend the day activity program available to them on site.

Each respite service has a team of support workers, seniors and team leaders managed by the Registered Manager. The services provide 24hour support 7 days a week, operating early, late and night shifts with weekend working.

Team Leaders are responsible for the induction, training, supervision and development of support staff to ensure they are meeting the care and support needs of clients receiving a service, this may include clients who may have behaviours that can be challenging and /or complex health needs. You will monitor and observe staff practice to ensure support is provided appropriately and to a high standard, role modelling good practice.

As a Team Leader you will be involved in client support planning, along with relevant risk assessments and Health & Safety duties, including acting as controller of premises as delegated by or in the absence of the Service Manager.

As a Team Leader you will take on a duty role whereby you are responsible for the effect deployment of staff and the day-to-day smooth running of the service and the building, deputising in the absence of the registered manager as required.

# Key tasks:

1. Have lead areas of responsibilities in key compliance areas and formulate reports to inform manager.
2. Lead and coordinate a staff team.
3. Liaise with other professionals, attending reviews and prepare reports.
4. Chair team meetings as required.
5. Identify and monitor clients and to ensure their changing needs are met.
6. Review clients current service offer and liaise with services as required.
7. Promote client involvement in all aspects of their care and supporting them to make informed choices.
8. Provide appropriate information for the client data system and maintain written and computerised records.
9. Monitoring records and ensuring information is appropriate and up to date.
10. Lead on risk assessments and health and safety matters including incidents and safeguarding as required.

**Addendums to progress to Single Status 8**

1. Line manage staff to ensure training and development needs are met.
2. Be responsible for work and allocation of staff if required.
3. Support with the selection, recruitment and induction of staff, and ongoing training and development.
4. Lead on HR matters in line with policies and procedures.
5. Representing the service at multidisciplinary meetings.
6. Deal with new referrals.

# PERSON SPECIFICATION

# Essential education and qualifications

* Lead Adult Care Worker Level 3 Apprenticeship or equivalent, or willingness to complete.
* Level 2 Maths and English or ability to pass an assessment as part of the selection process

# Essential key skills, abilities, knowledge, experience, values and behaviours

* Ability to work as part of a multi-disciplinary team.
* Ability to identify needs and support required.
* Ability to promote and monitor good practice.
* Organisational skills and time management of self and others.
* Effective verbal and written communication skills.
* Ability to plan, review and develop packages of support.
* Ability to use initiative.
* Ability to identify and manage risks.
* Willingness to participate in training and development programmes.
* Ability to manage staff resources.
* Ability to adhere to and apply policies as appropriate.
* Informal care experience
* Ability to demonstrate how the travel requirements of the role will be met.
* Demonstrate values such as kindness and compassion in all aspects of your work.
* Ability to reflect on own practice and be willing to learn.
* Self-motivated, with the ability to motivate and encourage others.
* Ability to work flexibly to meet the demands of the service.
* Ability to remain calm when demands are conflicting and competing.
* Ability to act as a role model to staff.

# Desirable key skills, abilities, knowledge, experience, values and behaviours

* Basic IT skills.
* Care Certificate.
* Awareness of the Care Quality Commission (CQC) and their standards.
* Awareness of Health & Safety issues.
* Knowledge of Safeguarding Vulnerable Adults.
* Experience of staff supervision, recruitment, training, induction and appraisal.
* Experience of working in the care sector.

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Health & Safety Functions

This section is to make you aware of any health & safety related functions you may be expected to either perform or to which may be exposed in relation to the post you are applying for. This information will help you if successful in your application identify any health-related condition which may impact on your ability to perform the job role, enabling us to support you in your employment by way of reasonable adjustments or workplace support.

| **Function** | **Applicable to role**  |
| --- | --- |
| Using display screen equipment  | Yes |
| Working with children/vulnerable adults | Yes |
| Moving & handling operations | Yes |
| Occupational Driving | No/Yes |
| Lone Working | No/Yes |
| Working at height | No |
| Shift / night work | Yes |
| Working with hazardous substances | No/Yes |
| Using power tools | No |
| Exposure to noise and /or vibration | No |
| Food handling | No/Yes |
| Exposure to blood /body fluids | Yes |