# EAST SUSSEX COUNTY COUNCIL JOB DESCRIPTION

# Job Title: Team Leader

# Department: Children’s Services

# Grade: [Single Status 11](https://www.eastsussex.gov.uk/jobs/working-here/pay/east-sussex-single-status)

# Responsible to: Duty Manager

# Responsible for: Secure Residential Support Workers

# Purpose of the Role:

The Team Leader role is part of the first line management team and will be responsible for leading and line-manging a team of Secure Residential Support Workers to deliver a safe, nurturing and engaging environment for the children placed within the home. Team Leaders form part of the homes Operational Management Team (OMT) and are responsible for planning and leading shifts on the homes 24/7 365 care rota.

The post holder shall offer a strong leadership presence and support and encourage both children and staff to embrace the behaviours, vision and ethos set out within the Statement of Purpose and Function. The Team Leader shall chair children’s meetings throughout the day to ensure that expected levels of behaviour and engagement is being achieved, and additional support is identified and put in place if required. The Team Leader shall employ an empathic approach yet be capable of a straight-talking approach to levels of expectation and risk management.

The Team Leader will be responsible for line managing Secure Residential Support Workers (RSW’s) and will be accountable for leading, motivating and managing shifts and developing best practice within their team. The Team Leader must take an active role in the lives of the children placed in the home through proactive and positive interactions, maintaining a pro-social behaviour, restorative and solution focussed approach. The Team Leader shall quality assure and review all RSW reports, plans and risk assessments.

The Team Leader shall ensure their team is aware of the children’s needs assessments, risk assessments and care plans and that these are followed and regularly reviewed; ensuring reflective practice supports continuous improvement by capturing ‘what went well and even better if’.

The Team Leader must adopt a problem-solving mentality and make informed decisions regarding risk assessment and management, staff deployment, resource management and recording and evidencing. The Team Leader will be confident at overseeing crisis as an incident manager and be capable of supporting children and staff through adversity. The Team Leader shall be responsible for supporting the Duty Manager with the day-to-day management of the staffing rota.

The Team Leader shall work together with parents, carers and a multitude of external professionals to safeguard children through trauma informed practice and promote their outcomes via the home’s high expectations, high aspirations corporate parenting approach to childcare.

# Key tasks:

1. Line manage a group of Secure Residential Support Workers in the delivery of high-quality childcare to the children placed at Lansdowne Secure Children’s Home by planning, organising and delivering shifts with an emphasis on safety, nurture, and achievement.
2. Be a visible leader who brings presence to the home and promotes an inclusive and positive working environment, emphasising high quality outcomes for children and modelling the vision and ethos of the home to all.
3. Manage and deploy day to day resources within the home to ensure that children’s needs are met in line with their care plans and the statement of purpose and function and actively participate in the planning, development and delivery of opportunities for the enrichment, recreational and/or vocational development of young people.
4. Lead the shift on a daily basis through the attendance and chairing of children’s meetings, co-ordination/safeguarding meetings, handovers and debriefs, ensuring that safeguarding matters are flagged, remedied or escalated as required, and that children are kept engaged and having fun through a range of enriching activities to nurture their emotional and physical wellbeing.
5. Take a lead, constructive and proactive role in addressing and managing the challenging behaviour presented by children, demonstrating the ability to interpret and respond appropriately to a range of emotions and behaviours.
6. Offer exceptional behaviour management and physical intervention practice, taking the role of First Responder and Incident Manager by utilising empathic listening and decisive risk assessment and management skills to keep children safe from harm whilst offering confident support and coordination to the staff team.
7. Work closely with colleagues from Health, Education and Support Services to ensure that Children are engaged, supported and motivated to participate in well planned and organised education, learning and intervention.
8. Dispense medication in line with the Medication Policy and Procedure and supervise, administer and record prescribed and controlled medications within the home.
9. Support and champion the principles of equality and diversity across the home and in relation to all children, staff and visitors.
10. Participate in recruitment and selection processes as required and support induction, supervision, appraisal, training, development and support processes for staff. Ensure HR policies and procedures relating to managing staff are followed.
11. Maintain robust quality assurance, audit systems, Policy, Procedure and Guidance, providing analysis and constructive feedback to practitioners. Inclusive of the homes electronic case management system and daily reflective practice debriefs.
12. Ensure policies and procedures are effectively followed in the home and that where changes and updates are required these are recognised and remedied as soon as practicably possible to ensure consistency of quality across the home.
13. Embrace the daily quality assurance activity in the home to ensure strong performance with regards to inspection and ensure reflective practice is embedded within the home, inclusive of provide reports, maintaining records and attending meetings and reviews as required.
14. Ensure, as far as reasonably practicable, the health, safety and well-being of yourself and others within the workplace, taking quick and decisive action to do so if required.

# PERSON SPECIFICATION

# Essential education and qualifications

* Level 3 Diploma in Residential Childcare (Must be willing to work towards L3 Diploma if not already achieved).

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

* Communication skills with the ability to offer clear decisive leadership to children and staff
* Ability to manage difficult conversations, challenge poor behaviour/practice, lead children’s meetings, shift set ups and debriefs
* Organisation and time management skills
* Negotiating and Influencing skills
* ICT skills and understanding of the essential importance of monitoring and recording for evidence and transparency
* Ability to think creatively and to influence staff and children to achieve positive outcomes
* Understanding and knowledge of workforce development and continuous professional development
* People management skills, including motivation, engagement, empowerment, performance management and development
* Ability to interpret policy and procedure and apply it, offering support advice and guidance to staff where necessary
* Experience of Crisis Management and managing difficult situations
* Experience of partnership working
* Knowledge and experience of child protection and safeguarding
* Psychologically informed practitioner with empathic listening skills
* Corporate Parenting mentality and advocate for children
* Physically capable to undertake Physical Intervention and De-escalation skills
* Professional in approach
* Well organised and self-motivated with a flexible approach to work
* Resilient with strong self-awareness
* Knowledge of data protection requirements when recording data about children and families

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

* Current knowledge of legislation and guidance in secure services and children in care
* Knowledge of national policy framework in respect of children’s services and secure services specifically
* Knowledge of safeguarding practice and procedures
* Experienced in relation to good practice in Physical Intervention
* Experience of working with people who may present a risk to themselves and others
* Experience of successfully working with vulnerable young people and understanding their complex needs and challenging behaviours
* Understanding of trauma informed practice affecting families and young people and young people involved in highly risky behaviours

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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 | No |
| Occupational Driving | Yes |
| Lone Working | Yes |
| Working at height | No |
| Shift / night work | Yes |
| Working with hazardous substances | No |
| Using power tools | No |
| Exposure to noise and /or vibration | No |
| Food handling | Yes |
| Exposure to blood /body fluids | Yes |