

**JOB DESCRIPTION**

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| **Job Title** | **Location** |
| Team Leader | **Supported Living Services** **Ardkeen.** 86 Malborough Park North, Belfast BT9 6AS.**Hillmount.** 104 Finaghy Road South, Belfast BT10 0DE*The successful applicant will be based in one of the above locations.* |
| **Accountable To** |
| The Registered Manager |
| **The Service** |
| At South Belfast Living Options we provide support and care to adults over the age of 18 who have brain injury, Physical or Learning Disability, Sensory or Neurological Disability. Service users are supported over two schemes, Hilllmount in Finaghy Road South and Ardkeen which is just off the Lisburn Road. The extent of support and care provided is based on individual assessment of need. Personalised support services available include assistance with daily living activities, personal care, leisure and social skills and household management.  |
| **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 to meet the Domiciliary Care Agencies Regulations (Northern Ireland) 2007 and the DHSS&PS Domiciliary Care Agency Minimum Standards. They will:* Ensure that NIHE "Supporting People" contractual requirements and standards are met and maintained.
* 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 effectively.
* Mentor and supervise the Support Team.

Leaders must be available to work flexibly and be available to work unsociable hours and public holidays on a rotational basis. Team leaders are also required to complete sleep in duties. |
| **Salary/ Hourly Rate** | **Hours of Work** |
| £11.88 per hour plus sleep in payment.Additional Hours: £14.00 per hourSleep in Payment £34.23 | 30 hours with Sleep Ins*Team Leaders must be available to work flexibly and be available to work unsociable hours and public holidays on a rotational basis, including sleep-ins.* |
| **Closing Date** | **Length of Contract** |
| 6th October 2023 at 10am | Permanent |
|  **Our Benefits** |
| **We are currently offering a Welcome Bonus totalling £500: The bonus will be £250 on successful completion of 6 months’ service and a further £250 on the first anniversary totalling £500.*** 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.
* Annual incremental pay increases on agreed salary scale.
* Auto-enrolment pension scheme, 5% employee contribution and 4% employer contribution.
* Occupational Sick Pay that increases with service, up to 6 months full pay and 6 months half pay after 5 years’.
* Free car parking as well as tea and coffee.
* Paid annual NISCC registration fees (Cost reimbursed by Cedar).
* Investor in People Platinum accredited organisation with commitment to development of the staff team through training and learning opportunities.
* Enhanced rate of pay for working on statutory days.
* Employee Assistance Programme including access to 24/7 Doctors support.
* Westfield Healthcare cashback scheme.
* Special offers at over 600 leading high street and online retailers.
* 1 in 3 weekends off.
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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*** Provide support that follows individuals’ care plans and daily support plans.
* Ensure that all service users are supported as individuals; they will be competent in their practice and ensure that their knowledge is current, and evidence based.
* Provide support, direction and supervision to the team members and act as a role model at all times. Take the lead on ensuring all Support staff are competent and report any concerns to line manager.
* 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.
* Will 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.

**Financial*** Support people to manage their resources and finances.
* Support individuals with budget setting and signpost to other support services as required.
* Ensure effective and efficient systems are maintained for individual service users.
* Maintain accurate records.

**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.
* Lead the shift, ensuring staff give support that follows individuals’ care and personal support plans.
* Ensure cohesive team working.
* Motivate, support and mentor the staff when needed.
* Effectively report on any deficits within rotas that could impact negatively on service user support Ensure work is recorded accurately and appropriately in compliance with Cedar requirements and that records made, and personal information used are in compliance with the Data Protection Act and the standards of information governance.
* Ensure records of service delivery are accurately maintained.
* Apply quality management systems 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 the need for repairs or maintenance in the accommodation to the appropriate agency / individual.

**Organisational Capacity*** To support staff in the delivery of service.
* Provide leadership and direct supervision to the team acting as a positive role model at all times.
* 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.
* 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.

**General*** Always maintain confidentiality.
* Work within Cedar Quality Management System 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 Codes of Practice and Cedar staff handbook.
* At all times work within current legislation.
* Engage positively with Cedar’s supervision and appraisal processes.
* Attend training on a regular basis to ensure that all mandatory and personal training and development needs are met in line with company requirements.
* Work closely with other members of the team for the ultimate benefit of the people receiving services.
* Work flexibility on a Rota system including evenings, weekends and overnights.
* Promote the Organisation in a positive manner at all times.
* Complete night security checks in conjunction with service users and during the span of their working hours.
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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 [DETAIL]*

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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.*

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| **Essential Criteria** |
| **Criteria** | **Assessment** |
| 1. | GCSE Maths and English A\*-C or equivalent  | Application / Pre-employment checks |
| 2. | Level 3 Diploma in Health and Social Care or equivalent  | Application / Pre-employment checks |
| 3. | Two years’ previous experience in a social care setting providing support/care. | Application / Interview |
| 4. | Working knowledge of the needs of people with physical, sensory, brain injury or learning disabilities.  | Application / Interview |
| 5. | High level of competency in IT to include Microsoft Office packages. | Application / Interview / Probationary |

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| **Desirable Criteria** |
| **Criteria** | **Assessment** |
| 1. | Recognised qualification e.g. nursing / social work.  | Application / Pre-employment checks |
| 2. | Level 5 Diploma in Leadership for Health and Social Care Services (Adults’ Management) Wales and Northern Ireland).  | Application / Pre-employment checks |
| 3. | Experience of supervising staff and co-ordinating provision of support and personal care.  | Application / Interview |
| 4. | Can demonstrate previous experience of working in a Supported Living context.  | Application / 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 referees in the application form. |
| 3.  | 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. |
| 4.  | 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) and evidence of insurance that covers business use. |
| 5. | NISCC registered or willing to register within 6 months of commencing employment.  | 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. |
| 6. | Satisfactory Enhanced Access NI check | Apply for an Access NI check online and provide the relevant ID without delay. |

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