

**JOB DESCRIPTION**

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| **Job Title** | **Location** |
| Bank Team Leader | Supported Living ServicesArdkeen. 86 Malborough Park North, Belfast BT9 6AS.Hillmount. 104 Finaghy Road South, Belfast BT10 0DEThe successful applicant will be based in one of the above locations. |
| **Accountable to** |
| Registered Manager through Deputy 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 householdmanagement. |
| **Purpose of the Job** |
| As part of the Living Options services, the Bank 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.* 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.
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| **Salary/ Hourly Rate** | **Hours of Work** |
| £13.09 per hour | Bank – Casual, as and when requiredTeam Leaders must be available to work flexibly and be available to work unsociable hours and public holidays on a rotational basis.  |
| **Closing Date** | **Length of Contract** |
| 4th November 2024 @ 10am | Permanent |

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| **Our Benefits** |
| * Annual Leave 6.4 weeks in each leave year (inclusive of public and bank holidays).
* Statutory Sick Pay, if applicable.
* Auto enrolment into pension scheme, if applicable.
* Investor in People Platinum organisation with commitment to development of the staff team through training and learning opportunities.
* Free parking and tea & coffee available.
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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** * Support people through their process of transition.
* Support people with regards to decision making and lifestyle choices enabling them to take control of their own lives and increasing independence.
* Ensure all personal care tasks are carried out in line with the needs, wishes and preferences of the individual informed by the care/support plan.
* Support people 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 individual’s plan has meaningful and achievable goals.
* Provide direct support for service users in line with their person-centred plans whilst supporting team members to become competent in supporting this function.
* Support people to develop and expand social networks and friendships.
* Contribute to / attend reviews and inter partnership meetings.
* Promote a healthy lifestyle for service users by liaising with local health care professionals.
* Work in partnership with care managers and other professionals to maximize quality of life for individuals.
* 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. This will involve supporting or carrying out all normal household tasks and enabling the person to be fully involved in all aspects of their lives.
* Provide support to staff teams to meet individual care needs and recognise when a service user could potentially be ‘at risk’ if these are not maintained.
* At all times ensure that the person’s 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.
* 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.
* Delegating personal care and housing support tasks as per service user requirements and ensuring that these are carried out to the acceptable standards.
* Ensure full adherence and compliance with the **Domiciliary Care** National Minimum **Standards.**
* Ensure the team provide support that follows service user’ care plans and support plans.
* Ensure that all service users are supported as individuals.
* Ensure that service user person-centred plans are maintained 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.

**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.
* Fulfilling the role of the person in charge of a shift in the absence of registered manager or deputy manager
* Managing staff team to ensure the health safety and wellbeing of service users, staff and others.
* 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.
* Work collaboratively with Team Leaders on day shift to ensure all KPIs are met.

 **Organisational Capacity****To support staff in the delivery of service** * Provide leadership, support, direction and supervision to the support staff 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.
* To be competent in all areas of practice and ensure that knowledge is current, and evidence based.
* Provide direct supervision as well as 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 worker team.**
* 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** * 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.

**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 this position for part time, full time vacancies.*

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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 relevant equivalent. | Application/Pre-employment checks |
| 3. | Two years’ previous experience in a social care setting providing support/care. | Application/interview / Pre-employment checks |
| 4. | Working knowledge of the needs of people with learning and physical disabilities.  | Application/interview |
| 5. | High level of competency in IT to include Microsoft Office packages. | Application/interview |

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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. | Can demonstrate previous experience of working in a Supported Living context. | Application/interview / Pre-employment checks |

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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.  | Two satisfactory references, one being from the most recent employer. | Provide the name and contact details of relevant referees and contact the referees to inform them that they will be contacted by us. |
| 3.  | NISCC registered or willing to register within 6 months of commencing employment and maintain registration throughout the duration of 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. |
| 4.  | Successful applicants will be required to go through an enhanced Access NI check | Apply for an Access NI check online and provide the relevant ID without delay. |
| 5. | 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. |
| 6. | 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. |
| 7. | 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**