

**Job Description****Social Services Directorate**

Post Title	Team Leader – Supported Living / Learning Disability Accommodation		
Post Number	BG03376	Grade	Scale 6
Base	Supported Living	Hours	37hrs
Car User Allowance	None	Disclosure	Enhanced
Contact	Helen Beecham	Updated	January 23

Responsible to: Learning Disability Accommodation Manager

Principal Job Purpose: Leading and developing a small staff team within the supported living service to provide support on a flexible basis to people with learning disabilities to enable them to live a full and meaningful life.

Principal Accountabilities

1. Ensure the principles/standards laid out in the Regulation and Inspection of Social Care Act 2016 underpin all aspects of your work.
2. Creatively develop and oversee the provision of outcomes to meet tenants individual care and support needs in line with care and support plans following assessments undertaken in line with the Social Services and Wellbeing Act 2014.
3. Implement and complete staff team rotas ensuring staffing levels are appropriate to the service requirement. Report and record sickness in line with policy
4. Ensuring staff and tenants reports/records are completed; ensure all financial transactions are recorded according to financial guidelines, ensure all appropriate risk assessments are in place and reflective of current provision.
5. To ensure that staff are compliant with the current 2022 service medication policy and oversee the ordering medication, ensure its safe storage, disposal and safe administration, ensure compliance in the reporting of medication errors and subsequent action required.
6. Use effective staff engagement to identify training and development needs within the staff team to enable individuals to reach their full potential.

9. Identify areas for service development to enhance tenants well being.
10. To contribute and assist in the implementation of the business plan
11. Ensure staff have access to regular staff supervision in line with Council policy
12. To support the staff team to provide/use creative and innovative solutions when planning/supporting tenants in daily activities, which stimulate and motivate, promoting independence and enabling tenants to meet their full potential.
13. Understand and adhere to the requirements of external regulatory bodies such as CIW
14. Ensure all reporting and monitoring policies are adhered to as set out in BGBCC Policy and Procedures i.e. safeguarding.
15. Develop effective working relationships with the staff teams through team meetings/supervision/appraisals and also ensure effective communication with other professionals. Ensure visiting professionals complete relevant documentation.
16. To make decisions and use discretion as appropriate to your grade level.
17. To be flexible in relation to work demands and patterns
18. To monitor staff in the administration of medication to ensure compliance.
19. To manage conflicting, challenging and contentious situations in a professional manner, seeking advice where appropriate.
20. To participate in departmental training. To be committed to own personal development.
21. To follow policies, procedures and guidelines established within the Authority.
22. To ensure the Health & Safety at Work Act 1974 is complied with. To ensure compliance with accident and incident reporting.
23. To adhere to the principles of the Corporate Equality Policy and ensure commitment to anti-discriminatory practice.
24. Any other duties appropriate to the grade and post as directed by the Director of Social Services.

1. Qualifications & experience

Qualifications/relevant experience	Assessment Method				
	Essential / Desirable	Application Form	Interview	Other (please specify)	Probationary Period
NVQ/QCF Level 3 in Health & Social Care /	Essential	✓			
Level 4 qualification / management qualification	Desirable	✓			
Other experience					
<ul style="list-style-type: none"> Relevant experience of working in health and social care services that support vulnerable people, people with disabilities / people with complex needs etc. 	E	✓			
<ul style="list-style-type: none"> Relevant experience of working in learning disability health or social care services 	D	✓			
<ul style="list-style-type: none"> Experience of supporting colleagues and / or a staff team 	E	✓			
<ul style="list-style-type: none"> Experience of working collaboratively with vulnerable people / and their carers / family to enable them to achieve greater independence 	E	✓			
Knowledge/Skills/Personal Attributes					
<ul style="list-style-type: none"> Understand the importance of the principles that promote independence i.e. dignity, choice and privacy. 	E		✓		
<ul style="list-style-type: none"> Understand and respect the principles of confidentiality. 	E		✓		
<ul style="list-style-type: none"> Knowledge of relevant legislation for example Social Services and Wellbeing Act, RISCA, Wales Safeguarding Procedures, Deprivation of Liberty Safeguards, Mental Capacity Act. 	E	✓			
<ul style="list-style-type: none"> Good working knowledge of IT systems and use of Microsoft products including outlook and word. 	E	✓			
<ul style="list-style-type: none"> Excellent written and oral skills including ability to maintain records, care and support plans, staff rotas etc 	E	✓			

2. Special Requirements

2. Special Requirements	Essential / Desirable	Application Form	Interview	Other (please specify)	Probationary Period
<ul style="list-style-type: none"> Able to work flexible hours including weekends. 	✓	✓			
<ul style="list-style-type: none"> Able to work an 'on-call' rota. 	✓	✓			
<ul style="list-style-type: none"> Flexible, with the ability to adapt to the demands of the job. 	✓	✓			
<ul style="list-style-type: none"> Be a car driver and be willing to drive for work purposes 	✓	✓			

3. Welsh Language Requirements (please select one of the following)	Essential / Desirable	Application Form	Interview	Other (please specify)	Probationary Period
Welsh language skills are desirable (level 0 in all Welsh Language Levels above).	Desirable				

	Level 0	Level 1 Entry	Level 2 Foundation	Level 3 Intermediate	Level 4 Advanced	Level 5 Proficiency
Listening/Speaking	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reading/Understanding	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Writing	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please see "[Welsh Language Skills Guidelines](#)" on the Blaenau Gwent website for further information on the above levels.

4. Personal Competencies

All competencies are regarded as essential, although it is recognised that some may be achieved over a period of time. All employees are expected to continually develop their competencies in line with the appropriate framework.

In addition to those assessed as part of the recruitment process, competencies will be assessed during the probationary period and afterwards through the Authority's performance coaching scheme.

Assessment Method

Topic	Competencies	App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Leading People	Sets the standard of leadership for the service				✓
	Provides clear direction and goals for the service				✓
	Takes direct responsibility and is accountable for actions				✓
	Ensures the principles of equality and diversity are embedded in the service				✓
	Recognises and celebrates others' contributions & achievements				✓
	Challenges inappropriate behaviour				✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Communicating the Vision	Translates the vision into operational objectives				✓
	Develops long term objectives and strategies for own service area to achieve the vision				✓
	Proactively promotes the vision to others				✓
	Ensures others understand how their role contributes to achieving the vision				✓

Topic	Competencies	Assessment Method			
		App Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Facilitating High Performance and Results	Is committed to continually improving performance of self and others				✓
	Sets ambitious performance targets and priorities for self and others				✓
	Gives regular, constructive feedback on team/individual performance				✓
	Motivates others to achieve and improve performance				✓
	Recognises and celebrates success				✓
	Challenges poor performance appropriately				✓
	Seeks learning opportunities from results				✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Maximising Potential	Encourages and develops personal accountability in others				✓
	Encourages others to think for themselves				✓
	Promotes risk-taking and supports appropriately				✓
	Develops the skills, experience, and ambition of others at all levels to enhance flexibility of services				✓
	Promotes development in self and others				✓
	Supports and trains others in own areas of expertise				✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Communicating	Promotes a culture of open communication				✓
	Communicates effectively, using a variety of styles, with a broad range of people				✓
	Creates and develops networking opportunities to influence				✓
	Actively listens and respects others' points of view				✓
	Checks own and others' understanding				✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Making Informed Decisions	Considers implications of proposed decisions				✓
	Ensures decisions link to continually improving performance				✓
	Understands problem solving is part of the improvement process				✓
	Has the confidence to make ambitious, difficult, or unpopular decisions				✓
	Is able to justify and explain decisions				✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Working together	Understands partnerships in the context of the "big picture"				✓
	Promotes and contributes to multi-agency partnerships to continually improve services for the citizen				✓
	Networks effectively internally and externally				✓
	Identifies the expertise of others				✓
	Proactively shares knowledge and information				✓
	Seeks out the most appropriate people to contribute to partnership working, both inside and outside the service				✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Promoting a Citizen Centred Culture	Recognises the importance of contributions from the community to setting and achieving continually improving services				✓
	Promotes and develops a continually improving citizen-focused culture within the service				✓
	Contributes to initiatives enabling regular consultation and feedback from citizens on the quality and appropriateness of service delivery.				✓
	Engages with the community appropriately and respectfully				✓
	Is an ambassador for the organisation and the community it serves				✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Working With Councillors	Establishes and continually improves positive and appropriate interaction with all Councillors				✓
	Provides timely, constructive, high quality professional advice to assist the political decision making process				✓
	Abides positively with the protocols relevant to the political relationship				✓
	Is confident to refer enquiries to others when appropriate				✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Pushing the Boundaries	Regularly and constructively challenges the status quo				✓
	Proactively thinks how potential change will affect the citizen				✓
	Taps into the innovative and creative potential of others				✓
	Considers different methods/approaches				✓
	Encourages others to suggest new ideas				✓
	Supports and develops others' ideas				✓
	Looks creatively inside and outside the organisation for new ideas and actively shares good practice				✓