

**Job Description**

Social Services Department

Post Title	Team Leader		
Post Number	BG03159	Grade	Scale 6
Base	Cwrt Mytton	Hours	30hrs
Car User Allowance		Disclosure	Enhanced
Contact	Jo Hawkins	Updated	September 2023

Responsible to: Registered Manager & Deputy Manager

Principal Job Purpose: Supporting the Manager and Deputy Manager in the delivery of a quality service where the residents needs are at the centre of the care provision.

Principal Accountabilities

1. To provide leadership in the absence of the Deputy Manager, seeking advice where appropriate.
2. Implement and complete staff team rotas ensuring staffing levels are appropriate to the service requirement. Report and record sickness in line with policy
3. To promote the values of privacy, dignity, independence, choice, rights and to direct and support staff, ensuring all care and support needs as identified are delivered to residents to the highest standard.
4. To ensure all daily reports, record sheets, allocation sheets are completed and utilised as part of the daily report process.
5. Ensure effective communication with Registered Manager and Deputy Manager. Promote effective communication with residents/families/carers. Attend reviews and produce reports as needed.
6. Ensuring staff and residents 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.
7. To order medication, ensure its safe storage, disposal and safe administration, ensure compliance in the reporting of medication errors and subsequent action required.

8. 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 residents 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 residents in daily activities, which stimulate and motivate, promoting independence and enabling residents to meet their full potential.
13. Understand and adhere to the requirements of external regulatory bodies such as CIW, Environmental Health.
14. Ensure all reporting and monitoring policies are adhered to as set out in BGBCC Policy and Procedures i.e. safeguarding.
15. To ensure staff teams maintain links with other agencies, i.e. Health Workers, voluntary bodies to support residents well being.
16. Develop effective working relationships with the staff teams through team meetings/supervision/appraisals and ensure effective communication with other professionals. Ensure visiting professionals' complete relevant documentation.
17. To make decisions and use discretion as appropriate to your grade level.
18. To be flexible in relation to work demands and patterns.
19. To monitor staff in the administration of medication to ensure compliance.
20. To manage conflicting, challenging and contentious situations in a professional manner, seeking advice where appropriate.
21. To be responsible for the appropriate use and safe keeping of resources according to BGCBC Policy and Procedures, e.g. security of cash and proper use of equipment.
22. To participate in departmental training. To be committed to own personal development.
23. To follow policies, procedures and guidelines established within the Authority.
24. To ensure the Health & Safety at Work Act 1974 is complied with. To ensure compliance with accident and incident reporting.
25. To adhere to the principles of the Corporate Equality Policy and ensure commitment to anti-discriminatory practice.
26. 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
<ul style="list-style-type: none"> NVQ Level 3 in Health & Social Care / Management. Registered or willing to register with Social Care Wales once in post Minimum 2 years experience working in EMI/Dementia Services. Proven experience of supervising and co-ordinating a staff team. . 	Essential	✓			
	Essential	✓			
	Essential	✓			
	Essential	✓			
Other experience					
<ul style="list-style-type: none"> Be able to drive and have a clean drivers licence. Good working knowledge of IT systems. 	Essential	✓			
	Essential	✓			
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. Understand and respect the principles of confidentiality. Knowledge of minimum standards set by Care Inspectorate for Wales. Understand the All Wales Policy for Safeguarding. Understand the DOLS Policy and process. Understand Blaenau Gwent's Supervision policy and competency framework Understanding of administrative duties within the establishment. Able to work in partnership with residents to enable them to achieve greater independence. Able to write legible accurate reports Able to liaise & communicate effectively with colleagues & others agencies Able to identify risks & formulate individual assessment Able to complete a staff rota system. Able to work effectively within a team Able to participate fully in meetings. Able to assist with residents personal care needs whilst respecting their personal dignity. Able to act as a link worker to individual residents as required, formulating the necessary 	All knowledge /skills must be Essential	✓	✓		

plans in partnership with others.					
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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. • Able to work an 'on-call' rota. • Flexible, with the ability to adapt to the demands of the job. 	✓ ✓ ✓	✓ ✓ ✓	✓ ✓ ✓		

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.

Topic	Competencies	Assessment Method			
		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				✓