



Job Outline

Adults, Health and Customer Services

Job Title	Community Services – Team Leader	Post Number	
Responsible to	Community Services (Registered) Manager	ERYC Grade	7

Overall Purpose:

Responsible for the operational delivery of community based services to adults, ensuring that customers assessed needs are met in accordance with their reablement and back up plans, through a co-ordinated and consistent approach, in order to maximise customer independence and support to carers.

To lead a team of community care workers, providing supervision, leadership, coaching, mentoring, observation of practice, support, guidance and advice, to enable staff to undertake their delegated responsibilities whilst delivering a high quality cost effective service that is compliant with CQC Fundamental Standards of Quality and Safety.

Accurately record customer information on ERYC information systems (AIS).

To work in partnership with other agencies, including, in-house teams, i.e. CMT, Contract and Review, SIDT, Hospital Teams, Carers Support to ensure a smooth delivery of services.

Work with customers on complex cases.

Principal Accountabilities	
1	Provide effective management and support to a team of Community Care Workers providing the delivery of community based services, including reablement programmes and Carer Relief services
2	Ensure that reablement plans are carried out in accordance with the agreed outcomes, in order to maximise independence.
3	Ensure that back up plans are created and maintained.
4	Responsible for all aspects of Community Care Worker staff management, including: recruitment and selection; induction of new employees; staff supervision; training; performance management; medication management, staff conduct; employee development reviews; proactively manage staff attendance and maintain training data in accordance with the relevant policies and procedures.
5	Provides effective supervision, undertake Employee Development Reviews, and plan training in accordance with identified needs, ensuring the effective

	embedding of the reablement approach.
6	Ensures that all health and safety policies and procedures are adhered to and that safe working practices are in place.
7	To be aware of the principles of the safeguarding adults policy and act within it.
8	Undertakes coaching, mentoring and observation visits to support the Community Support Workers in delivering quality services. To identify training and development needs to maintain competency in all areas.
9	Supports the manager in the delivery of services. Developing and embedding effective, outcome based reablement practice, culture and programs. Promoting customer choice, control and independence for all customers in line with CQC fundamental standards.
10	Participates in meetings with other services/professionals and to assist in case handovers when necessary, to independent providers.
11	Maintains appropriate and accurate records in relation to customers, staff and the service in accordance with organisational policies and procedures, maintain a high level of confidentiality and ensures sufficient security of such information.
12	Adheres to medication and moving and handling policies and seeks advice from professionals where necessary.
13	Supports the Manager and Deputy Manager with efficient and effective deployment of resources, including budget monitoring.
14	To maintain good communication with colleagues, internal department, allied professionals, customers their carers, families, and communities.
15	To undertake any other specific work/projects as directed by the Community Services Manager and Deputy.
16	In this role you are required to speak English with sufficient fluency to effectively perform your duties, as required by Section 42 of the Immigration Act 2016.
17	The above principal accountabilities are not exhaustive and may vary without changing the character of the job or level of responsibility.



Employee Specification

Post Title: Team Leader

ERYC Grade: 7

Essential Criteria

- Suitable to work with vulnerable adults (DBS check required)
- Has a full valid driving license
- Has experience working in a care environment
- Has experience managing staff
- Has experience of working in a pressured environment to tight deadlines
- Has experience dealing with crisis/ emergency situations and continually changing circumstances
- Strong verbal and oral communication skills
- Has experience using Microsoft Word and email
- Experience of working with customers and carer to develop person centred plans

Desirable Criteria

- Knowledge of IT systems including Webroster or similar electronic roster management systems
- Knowledge of AIS
- NVQ level 4 in care or equivalent.
- CMS or similar management supervisory qualification



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