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| **Role Profile:** | Logo, company name  Description automatically generated |
| **Role Title:** | Team Leader |
| **Grade:** | Senior Management |
| **Location of work:** | *(service specific)* |
| **Directly responsible to:** | Service Manager *(service area)* |
| **Directly responsible for:** | The leadership and management of all support workers within their designated area of responsibility. |
| **Hours of duty:** | 36 hours per week |
| **Primary purpose of the job:** | Providing leadership and performance management to all support workers.  To promote, deliver and monitor the quality of service in line with strategic plans and priorities of the service area and Aspire.  Providing a strong coaching and mentoring culture by understanding and complying with current legislation, the employee handbook and other associated policies.    As directed, comply with HR processes and procedures in relation to the performance of staff. To support and collaborate with the Service Manager to ensure the delivery of high quality personalised social care. To work in partnership with other colleagues in the Northern Care Alliance, the City Council, and other relevant statutory, voluntary, and private bodies, to ensure positive collaboration in accordance with the core values of Aspire. |
| **How you will show you have been successful – Year One:** | * Personal   You understand and demonstrate professional management and leadership practice. People working in your service area understand their role and responsibilities, they feel well informed and supported because communication is clear and consistent. They reflect the values of Aspire and can explain how they are personally contributing to its vision through delivering on its plans and priorities.   * Progressive   You will be able to show that through collaboration and personal contribution you have challenged assumptions and progressed individual person supported outcomes. You will implement quality monitoring and improvement plans for your area of responsibility.   * Consistent   You will be able to demonstrate that services within your responsibility are consistently of high-quality meeting both internal and external quality and compliance expectations. You will work in partnership with other team leaders and external partners to promote consistent good practice across all areas of provision.   * Accountable   You will understand your individual responsibilities and the service standards requirements, in relation to any required registrations, inspections or accreditations. You will be able to demonstrate that the services within your responsibility meet and exceed performance targets and are responsive to the changing needs of people supported, carers, commissioners, and other stakeholders. |
| Main duties and responsibilities/accountabilities **Strategic Priorities**   1. To contribute to the overall strategic plans promoting a person-centred approach, which is flexible and responsive to ensure the successful delivery of agreed strategic objectives. 2. To contribute to the production, monitoring and presentation of the annual service/ improvement plans for your area of responsibility.   **People:**   1. As directed by the Service Manager, ensure staff, which the post is responsible for, are trained and informed of new legislation, guidance, directorate policy and procedures. 2. To be accountable to the Service Manager for the delivery of effective communication within their area of responsibility for the paid and unpaid workforce 3. As directed by the Service Manager to implement a range of project areas ensuring clear outcomes are delivered for people supported in line with service needs. 4. Where appropriate undertake weekend working / on call duties / sleep-ins for the service on a rota basis.   **Finance & Efficiency:**   1. To support the service manager to ensure your area of responsibility operates in line with internal financial controls and procedures. 2. To ensure your area of responsibility meets the agreed financial and contractual responsibilities. 3. To support the service manager in identifying efficiencies that will have a positive effect on budgets. 4. To support the service manager to provide an efficient workforce and ensure this operates as cost effectively as possible. 5. To be proactive in identifying opportunities for income generation and growth.   **Performance:**   1. To be accountable to the Service Manager for the delivery of effective communication within their area of responsibility, to assist in the identification of resource shortages and contribute to the planning and development of services. 2. As directed by the Service Manager, assist with the implementation of agreed organisational changes. Ensuring quality standards are maintained by monitoring working practices and measuring outcomes. 3. Ensure that documentation, record keeping, and communication is maintained within the team as agreed. 4. To lead, performance manage, coach, mentor and motivate staff who directly report to them to ensure skills and competency levels are developed and maintained. 5. To inspire and motivate staff to resolve people development issues in a creative way. 6. You will understand your individual responsibilities and the service standards requirements, in relation to any required registrations, inspections or accreditations. You will be able to demonstrate that the services within your responsibility meet and exceed performance targets and are responsive to the changing needs of people supported, carers, commissioners, and other stakeholders. 7. To assist in the promotion of a performance culture, by communicating, and monitoring agreed performance indicators. 8. To promote a strong safeguarding culture to protect against abuse and enhance quality of life. 9. To support the Service Manager to ensure that services are targeted, developed and delivered according to policy and procedure. 10. To work with the Learning & Development lead and support workers to ensure all relevant training needs are anticipated and achieved in line with current legislation and social care best practice.   **Development & Growth:**   1. To assist in the identification of resource shortages and contribute to the planning and development of services. 2. Implement new ways of working to meet the needs of the service, as directed by the Service Manager. 3. Work with the Service Manager to develop new ideas, partnerships, and opportunities. 4. To implement the safeguarding policy and ensure all staff have a full understanding of their responsibility and duty to apply the policy within their role. 5. To ensure all training needs are met and learning outcomes are reflected in practice. 6. To ensure you take responsibility for your own continuous professional development. 7. To carry out all duties with full regard to Aspire’s Equal Opportunities, Health, and Safety policies. 8. To support in the facilitation of a solution-focused approach and generate a commitment to change.   **Strategic Dependencies:**   * 3 Year Strategic Plan * People Plan * Learning and Development Plan * Communications and Engagement Plan * Digital Transformation Plan * Supported Living Transformation Plan   **Growth Opportunities:**   * Transforming Care * Transition / Young People * Respite * Complex needs tenders. * GM Framework   **Review arrangements**  The details contained in this job description reflect the content of the job at the date it was prepared.  It should be remembered, however, that it is inevitable that over time, the nature of individual jobs will change, existing duties may no longer be required. and other duties may be gained without changing the general nature of the duties or the level of responsibility entailed.  Consequently, Aspire, will expect to revise this job description from time to time and will consult with the postholder at the appropriate time. | |