



Drive

Job Description

POST: TEAM MANAGER

RESPONSIBLE TO: Operational Services Manager

ACCOUNTABLE TO: Director of Operational Services

ROLE: The management of a nominated setting or service, ensuring that the management of the staff team and service provided is in accordance with Drives' policies and procedures.

This includes the continuing responsibility for the assessment of care and support needs, implementation and evaluation of programmes of care and support and the setting of relevant standards of care and support.

RESPONSIBILITIES & DUTIES:

1: Service Management

Promote equality for all individuals through anti-discriminatory practice, supporting individual rights, choice, personal beliefs and identity through effective communication.

Ensure support within the service is person centred – geared to meet the needs of the service user in a way, which is expert and empathetic.

Assess, plan, develop and evaluate service delivery to meet service user needs.

Ensure the health, safety and security of service users, staff, visitors and the environment.

Keep up to date with best practice and ensure this is reflected within the service and contribute to the implementation of change as required.

Create, maintain and enhance effective working relationships with internal departments, external agencies and professionals to ensure all needs of individual service users are met

Develop and retain close working relationships with landlords to ensure the property is maintained to a high standard.

Establish and maintain good working relationships with Care Managers and other

professionals involved with individual service users.

Establish effective working relationships with parents, carers and advocates of service users to aid communication and delivery of individualised service.

Prepare an Annual Quality Improvement Plan based on identified needs of service users, staff and service to aid monitoring and evaluating of performance against set goals.

Promote the philosophy principles and standards of NVQ

2: Staff Management

Recruit staff to agreed budget requirements of the service.

Provide leadership and gain the commitment of staff employed within the service to achieve objectives and targets of individual Care Plans.

Lead monthly team meetings to share information, maintain good communication and increase team work.

Establish and communicate expectations of performance and develop competence of individuals through effective supervision and appraisal in adherence with Drives policies and procedures.

Role model non-institutional practices to decrease dependency and increase service user self esteem

Identify and address training needs of staff to enable them to effectively fulfil their role.

Act as a work based Assessor by providing support and guidance to staff within the service undertaking NVQ.

3: Management of Resources and Information

Contribute to planning and be accountable for the management and coordination of the service budget.

Ensure all administrative and financial tasks are completed within timescales.

Maintain effective records and administration in line with Drives' policies and procedures

4: Personal Development

Evaluate and develop own practice through full participation in the supervision and appraisal process, and attendance at meetings and on relevant training provided.

Contribute to wider business planning and activities

Any other duties relevant to the competence of the post holder that maybe required in line with organisational and service needs.

TEAM MANAGER COMPETANCIES

1. Develop relationships
2. Able to identify problems and solutions
3. Adapt to changing environments/audiences
4. Communicate information internally and externally
5. Lead teams
6. Literate & numerate able to understand comprehend information and figures
7. Meet targets within timescales
8. Understand and know how to complete organisational paperwork
9. Understand purpose of policies and procedures and how to use them
10. Understand and be able to utilise the NVQ process as development tool
11. Know own role and how fits within the organisation
12. Know contract working to and requirements of provider
13. Know how to induct, coach and mentor staff
14. Able to facilitate groups
15. Able to make decisions work in isolation
16. Non discriminatory practices
17. Instil confidence
18. Medication awareness
19. Knowledge learning disability/physical disabilities

All of the above competencies require the following skills, which identify the knowledge requirement; practical skill and behaviour the jobholder must have to be able to complete a TMs role. What it does not do is go into complete task breakdown. The previous table details skill and ways of demonstrating/evidencing competence.

1. Interpersonal
2. Analytical
3. Organisational
4. Time Management
5. Communication
6. Leadership
7. Planning
8. Evaluating
9. Knowledge of Learning Disability
10. Literacy & Numeracy

The use of a further matrix breaking down tasks scaling 1-5 could be completed to identify training gaps at supervision and or appraisal.

Person Specification: Team Manager

Requirement	Essential	Desirable
Education/Qualifications	A commitment to work toward NVQ level 4 Managers award	NVQ Level 3 Care Award Possession of A1 or D32/D33 Assessors Award Management award
Experience	Two years working with people with a disability Service planning and development involving service users, carers, families Liaising with statutory and voluntary agencies in the community	Staff recruitment & selection Housing management Budget management Staff development Health & Safety
Knowledge	Legislation regulating social care	
Skills/Abilities to:	Communicate effectively verbally and in writing Work independently in isolation and on own initiative as well as part of a team Commitment and ability to develop others Plan, assess and evaluate care/support services Manage a variety of resources Organise work and project plan Develop and maintain effective working relationships Negotiating and problem solving skills	Training and facilitating IT skills Manage change effectively Understanding of Mental Health Issues

	Manage multi-site services	
Personal characteristics	Willingness to work flexibly including shift work in line with service needs Commitment to confidentiality Commitment to belief and value of all people as equal regardless of any perceived disability A commitment to providing an effective role model Drive and have use of own vehicle	