

Job/role description

Job title: **Team Leader**

Purpose: Organise and deliver support and care to tenants (and other people using our services) to support tenants to fulfil their potential for independence, choice, inclusion and control.

Reporting to: Care and Support Manager/Service Manager

The Camphill Village Trust is a registered charity formed of nine communities in England offering opportunities for people with learning disabilities, mental health problems and other special needs to live, learn and work with others of all abilities in an atmosphere of mutual care and respect inspired by the work of Rudolf Steiner (anthroposophy).

Main responsibilities:

1. Plan and organise the delivery of support and care by your team, ensuring that there are up-to-date person centred needs assessments, support plans and risk assessments in place that are regularly reviewed; incidents, complaints, accidents and near-misses are appropriately recorded, and there are adequate records and rotas in place to evidence the provision of support and care in accordance with contractual and regulatory expectations.
2. Ensure tenants receive support and care in accordance with their person centred needs assessments, support plans and risk assessments to foster their wellbeing and development and fulfil their potential for independence, choice, inclusion and control by, for example, supporting tenants to:
 - Encourage and support the tenants to maintain clean, tidy and welcoming living environment
 - Support tenants to use appropriate laundry equipment enabling them to do their laundry and look after their clothing so they have suitable and clean clothing to wear
 - Plan, shop and prepare healthy and wholesome meals alongside the tenants, taking into account their choices and wishes
 - Support tenants to maintain health and well-being by assisting them to arrange and attend medical appointments
 - Support and encourage tenants to maintain an active and supportive social life taking into account individual choices and wishes

- Access training, work and support
- 3. Ensure tenants receive their housing related support by enabling tenants to look after their finances (developing appropriate budgeting and financial training including support to access benefits and maintain them and assist them to understand and maintain their tenancy) and assisting tenants to access services from the landlord including to access maintenance services and reporting non-functioning safety and security measures.
- 4. Assist with (where the appropriate registration is in place) or arrange for tenants' personal care where required (eg. bathing, hair washing etc).
- 5. Liaise professionally with tenants' parents, social workers and others to make sure that the network of support around each tenant is functioning effectively.
- 6. Support, supervise and direct Support Workers to provide a high quality of support and care, making sure they complete their induction and this is recorded, have individual learning plans that are regularly reviewed and updated, are supervised regularly and supervision records kept, and conduct and record their annual review.
- 7. Work within the organisations' policies and procedures and actively promote the equality, diversity and the human rights of tenants.
- 8. Undertake such other tasks as required by the Care & Support Manager Leader to help develop and maintain the high quality of service required.
- 9. Undertake training and continuous professional development.
- 10. Undertake personal and professional development to develop an understanding of our philosophy and values and how these inform and guide practice in the key responsibilities of the role.
- 11. Supervise the activity of any staff or contractors working in or around the properties (eg. cleaners, maintenance men, gardeners, cooks etc).
- 12. Supervise any Guest or Local Volunteers ensuring they are able to make a meaningful contribution appropriate for their level of understanding and qualifications.

Person specification

Experience

At least three years previous experience of working within a care or support setting, ideally with adults with learning disabilities, with at least one year at a more senior level.



Previous experience of working in anthroposophical organisations providing social care is desirable but not essential.

Qualifications

Reasonable general education (evidence of numeracy and literacy).

Minimum Level 3 Diploma, preferred Level 5 in Health and Social care, or equivalent.

Skills and knowledge

Working knowledge of person-centred support and care planning, needs and risk assessment, safeguarding, first line supervision, health and safety, and equalities and human rights essential.

Being supportive of our values and philosophy and our approach to building community is desirable for this role.

Competencies

You will be able to:

Respecting and Understanding Others

- Work in a way consistent with the 'Great interactions' policy
- Adopt a person-centred approach when working with people who use the Community's services
- Value others as individuals, treating them with respect and dignity
- Treat others equitably and consistently
- Understand issues from others' viewpoints and builds an atmosphere of trust and openness
- React to others in a non-judgemental way, tailoring the approach depending on the individual

Working With & Developing Others

- Have a clear belief in the capacity of self and others to succeed
- Provide others with support, assistance and guidance to develop and improve their capabilities
- Continuously develop and learn by actively seeking feedback and development opportunities
- Motivate Practitioners and other colleagues, acts as a mentor and role model
- Work well with others and assists colleagues when they need support
- Promote best practice within the team

Influential communication

- Use a variety of methods and tailors style to communicate with others in a clear and positive way, that has meaning for them
- Understand the importance of listening and sensing when communicating with others, and that this attentiveness needs to be felt by the other person
- Use own passion, enthusiasm and appropriate humour to influence others
- Act as a role model/advocate for people who use services and colleagues and mediator
- Willing to challenge negative or less effective behaviours to improve the practice

Problem Solving & Decision Making

- Is able to collect, evaluate and interpret information, quick grasp of relevant issues
- Explore alternative ways of resolving problems
- Make timely and appropriate decisions, involving the right people in decision making
- Is aware of how the decisions made will affect both the short term and long term situations
- Is willing to take difficult, unpopular but necessary decisions to improve the practice

Adaptability & Openness

- Is open to personal learning and development
- Is open to change and new developments
- Can deal with new and unfamiliar situations
- Adopts a flexible and adaptable approach to work
- Works independently and without supervision
- Is resilient and copes well in emergencies

Conscientiousness

- Completes work to high standards and with the best interests of people we support in mind
- Looks for ways of improving and maintaining quality of the practice and service provision
- Works in a conscientious and diligent manner
- Is able to plan, organise and prioritise
- Has a consistent and orderly approach to work
- Is able to think ahead, evaluate risks and develop contingencies when planning

Other requirements

Driving licence (desirable). Not more than 3 points.

Satisfactory enhanced plus (adults) disclosure.