

Person Specification

Team Leader

	ESSENTIAL	DESIRABLE
SKILLS AND KNOWLEDGE	<ul style="list-style-type: none"> • Excellent organisational skills • Person centred planning • Ability to work on own initiative • Enabling attitude • Effective communicator at all levels, both in writing and orally • Sensitive to non-verbal communication • Ability to motivate self and others • Ability to prioritise own workload and that of the staff team • Ability to produce annual plans for individual services • Creative approach to problem solving • Basic understanding of Microsoft Office or similar 	<ul style="list-style-type: none"> • IT literate • Market research techniques • Accessing advocacy support • Awareness of contractual requirements and impact on services • Awareness of commissioning process • Awareness of employment legislation • Knowledge of benefit entitlements • Knowledge of the role of housing provider
EXPERIENCE	<ul style="list-style-type: none"> • Minimum of 5 years experience in managing care and support for people with a learning disability • Minimum of 2 years line management experience • Facilitating constructive appraisals and personal development of staff • Dealing with poor performance • Effective recruitment and selection • Liaison with a wide range of professionals 	<ul style="list-style-type: none"> • Designing care and support services • Using procedures to deal with disciplinary, grievance and capability issues • Identifying fund-raising opportunities • Producing annual workforce plan
QUALIFICATIONS	<ul style="list-style-type: none"> • NVQ Level 4/RMA or equivalent, OR, sufficient experience and value base (candidate must be prepared to attain this with Thera's support) 	<ul style="list-style-type: none"> • NVQ Level 4 in Management or equivalent (candidate must be prepared to attain this with Thera's support) • RNLD, CSS, CQSW, DipSW or equivalent • NVQ Assessor
DISPOSITION	<ul style="list-style-type: none"> • Ability to relate to people of different backgrounds • Passionate about improving services for people • Believing that people can be involved in how their services are designed and provided • Role model • Determined and reliable 	<ul style="list-style-type: none"> • Assertive
OTHER	<ul style="list-style-type: none"> • General good health • Ability to carry out duties of the post • Ability to work flexibly as required by the needs of the service. This may include shifts, weekends and bank holidays • Ability to travel as required to carry out duties of the post • Car-driver/Full driving licence 	<ul style="list-style-type: none"> • Range of outside interests

* For specific information, please refer to the job outline

Key Area of Competence

Team Leader

Accountable to: Operational Manager

JOB PURPOSE

- To lead in the management of an identified area.
- To support staff to create an appropriate environment which will encourage individual development and offer opportunities for individuals to acquire new skills.
- To liaise with other Managers, professions/agencies to achieve an effective, efficient service delivery.
- To plan and deliver continuous development of existing service.
- To liaise effectively with care managers to ensure changing needs are planned for and met.
- To gain information from Care Managers on new opportunities available for Thera Trust.
- To contribute to the development of new support to individuals and groups.

JOB COMPETENCIES

Development

Strategy and Strategic Planning

- Awareness of strategy and strategic planning.

PR and Marketing

- Ability to use the quality of service delivery and a professional approach as a marketing tool.

Market Research

- Ability to apply a limited range of market research techniques to a range of situations, ie recruitment.

Contracts

- Awareness of impact of contractual requirements on service delivery.

Planning (including business planning, development and projects)

- Ability to produce annual plans for individual services, within resources and constraints.

Tendering

- Ability to represent the organisation professionally throughout the tender process.
- Awareness of commissioning process.

National Policy

- Understanding of the impact on service delivery and implementation thereafter.

Fund-raising

- Ability to identify and participate in fund-raising opportunities.
- Ability to project likely income streams for delivery of new services.

Management - Staff

Staff and Management Development

- Ability to effectively line manage a designated staff team.
- Ability to carry out constructive appraisals, including identifying and meeting training and development needs.
- Ability to facilitate staff to take decisions.

Performance Management

- Ability to deal constructively with issues of poor performance.

Policy and Procedure

- Ability to apply all Thera's policies and procedures to the line management of the staff team and the delivery of services.

Recruitment and Selection

- Ability to plan and recruit annual workforce requirements to meet the needs of an individual service.
- Ability to take a creative approach to recruitment and selection to ensure the needs of the service are met.
- Ability to effectively manage a recruitment process, including the correct application of policy and procedure.
- Ability to effectively induct new members of staff into the service.

Employment Legislation

- Awareness of relevant employment legislation.

Management - Finance

Budget Management

- Ability to monitor and control designated budgets for the area.

Other Finance Issues

- Ability to apply financial and related policy and procedures in the management and delivery of the service.

General Management

Monitoring and Reporting

- Ability to report on performance of the service.
- Ability to analyse written and numerical management reports, taking action as appropriate.

Resource planning

- Ability to manage effectively a full range of resources to meet the needs of the service.

Problem Solving

- Ability to apply logic when solving a diverse range of problems.

Project Management

- Ability to manage individual projects.

Time Management

- Ability to manage your time and negotiate priorities.

Decision Making

- Ability to evaluate options and make operational decisions relating to the service.

Communication Skills (written/verbal/presentation)

- Ability to communicate effectively and persuasively both in writing and verbally.
- Ability to present confidently to a range of internal audiences.
- Ability to establish and maintain effective communication networks across the service.
- Ability to consult with people who have differing levels of language comprehension and verbal communication, both on a 1:1 and group basis.

Advocacy

- Ability to support people with a learning disability to liaise as appropriate with legal representatives.
- Ability to enable people with a learning disability to reach decisions, make informed choices and express their views.
- Understand the role of, and have the ability to liaise with independent advocates.
- Keep up to date with national and local groups raising issues and innovations relating to people with a learning disability.

Risk Management

- Ability to manage risk in relating to staff, people supported and the environment within an individual service.

Complaints

- Ability to deal with complaints quickly and effectively.

Networking

- Ability to develop and maintain a wide range of contacts in other agencies at a comparable level and to utilise these networks effectively.

Liaison with Stakeholders

- Ability to liaise confidently and professionally with a range of stakeholders.

Other

IT

- Be confident in the use of IT software and hardware.

Charity and Company Law

- Awareness of the legal frameworks within which Thera works.

Health and Safety

- Full knowledge of and ability to apply Thera's Health and Safety at Work Policy.

Insurance

- Awareness of insurance liability and provision.

Practice

Involvement

- Ability to involve individuals in the design and delivery of their own service.

Benefits and Personal Monies

- Working knowledge of benefit entitlement relating to people supported.
- Ability to manage support to enable people to manage their own finances.
- Understand the role of appointee.

Quality Assurance

- Ability to monitor the quality of services against a defined set of standards and take action as appropriate.

Care and Support

- Ability to manage support that enables full mobility, healthy eating, exercise and choice of lifestyle.
- Ability to manage the delivery of personal care to meet individual need taking into account personal choice, privacy and dignity.

Access to Health Services

- Ability to manage support that enables the full range of health care services to be utilised.
- Ability to manage support that enables a high level of health promotion, surveillance and intervention, appropriate to individual need.

Opportunities

- Ability to generate opportunities and to manage the delivery of support to ensure that individual needs are met.
- Ability to utilise the services of other agencies to provide opportunities.

Care Management, Planning and Delivery

- Ability to enable people to participate in PCP.
- Ability to manage services that deliver on individual care plans and provides detailed support guidance for the full range of individual care and support needs.

Family and Friends

- Ability to manage a service that ensures individuals can maintain and develop relationships with family and friends.
- Ability to manage a service that ensures families and carers are supported.

Religion and Culture

- Ability to manage services that promote opportunities for individuals to practice their chosen religion and supports their cultural beliefs and customs.

Housing Tenancies and Ownership etc

- Ability to manage the support for people to maintain their tenancy/ ownership etc.
- Have a working knowledge of the role of the housing provider.

Regulation

- Ability to manage services within the requirements of Thera's regulating authorities.

Continuous Professional Development

- Ability to manage own continuous professional development.