



**Team Leader –
Supported Living**

Job Description and Person
Specification

The Wrekin
Housing Group

THE WREKIN HOUSING GROUP

Team Leader – Supported Living

JOB DESCRIPTION

Job Summary and Purpose:

We offer a variety of housing options tailored to support individuals with learning disabilities who wish to live independently. With more than 20 years of experience in providing services for people with learning disabilities, we understand and value each person's unique qualities, strengths, and abilities. Our goal is to provide personalized support that meets their specific needs. We are committed to maintaining the highest standards, and all our services consistently receive excellent inspection ratings.

As a Team Leader the post holder will work as a point of contact in the absence of the Care Manager. The post holder will support and assist the Manager to supervise a team of Support Workers alongside the Care Manager to provide care and support to the tenants living within a Supported Housing setting and whilst out in the local community in accordance with their care and support plans.

The overall emphasis of the post will be to ensure that individuals can live as independently as possible in a safe, caring, inclusive community, that provides quality care and support to vulnerable people living in their own homes.

The post holder will also assist in ensuring the buildings out of which we operate and any associated facilities are being managed effectively for the enjoyment and safety of those living there and visitors by ensuring complaints and issues are dealt with promptly.

As a Team leader the post holder will work in accordance with legislative, regulatory and organisational standards.

Key Responsibilities:

- To actively engage in and complete the care and support planning process by participating in the assessment of needs, contributing to the development of suitable outcomes, highlighting any risks and documenting service users' progress in achieving those outcomes and ensuring that they remain relevant and fulfil their identified needs.
- Be flexible and adaptable to deliver care and support as detailed in a service user's care and support plan and/or during un-planned occasions, following any accident/sudden illness until such time as a care and support plan can be devised.
- Assist new tenants to settle into their new home providing orientation of their home and the scheme and complete paperwork required to support their tenancy.
- Conduct risk assessments, review care packages, and coordinate with GPs, hospitals, consultants, and local authorities.

- Encourage tenants' independence by promoting active participation in decisions that impact every aspect of their lives, while contributing to their health and well-being through encouragement of involvement in scheme and community-based social and leisure activities.
- Always treat the individuals with the dignity and respect they deserve, ensuring special consideration is given to any specific needs.
- To collaborate with families, advocates and other agencies to ensure continuity of service and effective communication.
- To report all concerns regarding a service user's health and/or well-being or safeguarding in line with policy and procedure.
- To support the Care Manager to supervise, manage, coach and develop a team of Support Workers to provide quality support to vulnerable adults, while undertaking and recording employee training, support and supervisions.
- To assist and guide all Support Workers to attend work and build their confidence and competence in performing their roles effectively, while also identifying their development and training/ support needs.
- Ensure consistent application of the organisation's policies, procedures and approved practices at all times.
- Work in a safe and responsible manner having regard to your own safety and the safety of colleagues, service users and others who might be affected by our work activities and operations and report all accidents and incidents in line with The Group Policies and Procedures.
- Keep communal areas clean, tidy and free from hazards and ensure all defects are reported promptly
- Assist the Care Manager to ensure that services and contractors are monitored and service levels are maintained.
- Handle any complaints and issues in a calm and friendly manner, in line with organisations policies and procedures.
- To participate in the on-call rota for the service area.
- To maintain personal and professional development to meet the changing demands of the job role.
- Confidentiality & Professional Boundaries relating to residents; other employees and the Group's commercial and business activities must be maintained at all times (both in and out of hours) in accordance with professional codes of conduct and relevant legislation such as the Data Protection Act.

General Responsibilities:

- To assist the Group in striving to meet its mission and to help foster a culture of continuous improvement.
- To comply with the Groups Standing Orders.
- To uphold, as an individual employee, the Groups' Corporate Policies, in particular in the areas of:
 - Health and Safety
 - Equal Opportunities and BME Policies
 - Safeguarding
 - Confidentiality and Data Protection
 - Food Safety
- To strive towards the delivery of excellent tenant and customer service, offering commitment, interest and enthusiasm in serving customers and resolving issues.
- To provide services to all service user groups when required.

- Participate in appropriate training activities.

This Job Description is not intended to be exhaustive. The post holder will be expected to adopt a flexible approach to the tasks which may be varied from time to time, following discussion with the line manager. Any variations will be subject to the operational requirements of the service and with the general profile of the post.

THE WREKIN HOUSING GROUP
PERSON SPECIFICATION

TEAM LEADER

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none">• Professional Qualification in Health & Social care sector, or willingness to work towards a qualification• Experience as a Supervisor or Team Leader or other role within a care providing organisation• Experience Care provision at a level that reflects the responsibilities of the post applied for• Good literacy and numeracy skills• I.T Literate• Understanding of legislation/ Regulations concerned with care provision• Administrative experience• Current full UK Driving License with access to a car. Car will need to be insured for business purposes (this is usually covered in most insurance policies).• Good communication skills• Good Time Management• Effective team player• Sound understanding of good care principles• Calm and Patient• Ability to deal with change or emergencies• Ability to display empathy and understanding• Flexible and Reliable• Professional Management Skills• Ability to work on a flexible rota basis	<ul style="list-style-type: none">• Good presentation skills• Ability to cope under pressure