

Job title: Team Manager

Line manager:

Grade (if applicable):

Direct reports:



Role purpose:

You will provide leadership and direction for your team of support workers to deliver high quality and effective support services, which promote the independence, wellbeing and inclusion of customers, in accordance with Peabody policies and procedures and the principles of best practice. You will identify and deliver service improvement projects and initiatives that improve the effectiveness of the team and the outcomes of the service.

Key results:

- Lead, supervise and manage a team of support workers, providing supervision every four to six weeks, and being responsible for ensuring they meet or exceed the requirements of their role.
- Provide a positive role model for support workers, by modelling good practice, advising on, and intervening in, complex and/or high-risk cases and assisting with the in-service induction of new staff.
- Ensure that support workers carry out needs and risk assessments, complete support plans, provide support in accordance with the care and risk assessment plans and carry out reviews, in accordance with policies and procedures and the requirements of stakeholders and funders.
- Accurately input all client data onto an electronic monitoring system and ensure records are maintained to evidence key performance targets, and comply with commissioner and other reporting requirements.
- Ensure support workers deliver services to customers which are flexible and personalised.
- Attend meetings as required, and work closely with various agencies to prioritise referrals, and complete a full assessment of support needs of potential service users.
- Clearly explain the remit of services to a range of clients and other professionals.
- Develop and maintain good links with local statutory and voluntary agencies to enable clients to access appropriate services and support.
- Ensure support workers provide time limited, structured and flexible support to clients, in line with the service specification, policies and procedures, to enable individuals to maintain their independence and do as much as they can for themselves.
- Work with support workers to manage risks to customers, staff and the community.
- Liaise promptly with colleagues, partner agencies and other stakeholders regarding safeguarding, welfare and risk concerns in accordance with Peabody policy.
- Promote self-advocacy and advocate where appropriate for all customers.
- Lead on and participate in team meetings and training courses.
- Clearly explain the remit of the service to a range of clients and other professionals as appropriate.

About you:

You will have:

- Experience of providing care support and supporting people to help themselves
- Availability to work some unsocial hours i.e. weekends and public holidays
- Willingness and ability to travel
- A commitment to achieving equal opportunities for the designated client(s)
- Experience of assessment and management of individuals' needs and risks
- Experience of working jointly with other agencies and liaising with statutory organisations
- A genuine desire to help the designated client group connect with their community
- Kindness, empathy, a positive attitude, energy and enthusiasm

Version Date:

Signed off by:

- Experience of managing, appraising, and motivating a team of staff to deliver a support service which is rated good or better.
- Experience with IT applications (e.g., Microsoft Office, email, databases) and ability to maintain electronic records, with attention to detail.
- Commitment to achieving own goals and meeting deadlines
- Ability to confront and resolve problems.
- Effective written and verbal communication skills
- Good team worker
- Ability to work flexibly to meet customer needs and service requirements
- Excellent time management skills
- **Desirable skills:**
 - Understanding of customer service in a service delivery setting
 - Thorough and up to date knowledge of health and safety issues
 - Knowledge of related services provided by the statutory and voluntary sector
 - Understanding of confidentiality and data protection/GDPR issues.
 - Understanding of the need to collect data and the benefits for the service
 - Knowledge of diversity and inclusion as they relate to the designated client group
 - Comprehensive understanding of risk and risk management