# Job Description

| | |
|---|---|
| Job title | Team Leader |
| Directorate | PEOPLE : Children and Adults |
| Division | Children's Services – Eden House |
| Range | MPR 5 |
| Reports to | Deputy Manager |

---

## Main purpose of the job:

Assist the Registered Manager and Deputy Manager in managing the day-to-day operations of the home actively promoting and applying the ethos of the home as detailed in the Statement of Purpose and aspiring to exceed the quality standards.

To lead and effectively plan shifts and work as a member of a team providing a nurturing and safe environment which promotes the emotional and physical well-being of the children. To provide structure and daily routines to children whilst ensuring smooth and effective service delivery.

Safeguard, promote the welfare and oversee the wellbeing of children and young people in accordance with the Children's Homes Regulations 2015.

Liaise with stakeholders in a way that promotes the One Medway Council Plan and embeds our values and behaviours.

## Accountabilities and outcomes:

Lead, manage and motivate staff, ensuring high quality professional supervision and performance management plans are completed which enhance individuals personal and professional development needs and contribute towards the outcomes delivered for children and young people.

Undertake daily monitoring and audits of medications stored within the home ensuring the medication policy and procedure is always applied consistently.

Actively encourage educational attainment and work in partnership with agencies to achieve the best possible outcomes for children and young people.

Promote children's involvement within the home and advocate for children and young people in meetings to ensure their views and wishes are listened to and responded to accordingly.

Encourage and support children and young people to manage risk and responsibility by empowering them to take responsibility for their personal care, health, education and interests.

Establish positive relationships with the wider professional network around the child or young person to ensure that the children's record / plans are up to date and that all their needs are being fulfilled.

Maintain children's records by ensuring all information / recording relating to children is up to date and that essential record keeping is completed during and by the end of each shift to enable a comprehensive handover to be provided to members of the team. Ensure records of incidents are completed promptly and accurately.

Participate in the primary care and support for all children and young people within the home whilst being observant of the emotional and mental health needs and to respond appropriately. This will include administering medications in accordance with the policy and procedures of the home.

Organise and plan activities which meet the wishes and feelings of the children and young people and accompany them on activities, both within and outside of the home.

Monitor and manage the daily petty cash, administering pocket money and other allowances for children and young people in a timely manner and ensuring financial guidelines are adhered to at all times.

At the discretion of the Head of Service, such other activities as may from time to time be agreed consistent with the nature of the job described above.

## Key Corporate Accountabilities:

To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

As a corporate parent, all council employees are responsible for ensuring the well-being and positive outcomes of Medway's care-experienced children and young people.

To participate in the Performance Appraisal process and contribute to the identification of own and team development needs utilising the Career Progression Framework.

Work in accordance with the Equality Act 2010 and the Public Sector Equality Duty to eliminate unlawful discrimination, harassment and victimisation. Promoting equality of opportunity, fostering good relations and improving the quality of life and opportunities for everyone living and working in Medway.

To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

Medway Council is a Category One responder in relation to the Civil Contingencies Act (2004) and as a result all staff working for the Authority may be asked to carry out Category One response duties or stand into the role of another member of staff who is responding to a Major Civil Incident.

## Medway Council Job Profile

### Accountabilities to Children and Young People

The children and young people of Medway have said the following qualities are really important to them:

- Be a good listener.
- Be non-judgemental.
- Be consistent and stable.
- Be contactable.
- Understand me.
- Be honest.
- Be focused.
- Be realistic.
- Be a good timekeeper.
- Be resourceful in your approach.

Be ambitious for young people and promote others to share the same drive.

Champion Children and Young People's views and rights in everything you do.

Ensure Children and Young People's voices are listened to and acted upon.

'Do what you say and say what you do'.

### Organisation:

This role reports to the Deputy Manager

The post holder will have line management responsibility.

The post holder will be required to liaise with all stakeholders both internal and external to the organisation.

### Working Style:

FIXED - The post holder will be permanently based at Eden House, although they may be expected to work at any location across Medway. You will be expected to work a shift rota, including weekends, evenings, bank holidays, and occasional waking nights and sleep-ins.

# Person specification

All criteria at level A are considered essential unless stated otherwise.

## Medway Council Job Profile

# Qualifications

### Level A

- Educated to GCSE English and Mathematics at Grade 4 or equivalent and/or relevant life skills experience.
- An NVQ / Level 3 Diploma (QCF) in Children and Young People's Workforce (or a relevant equivalent)
- A willingness to undertake all mandatory training
- A willingness to undertake Playfulness, Acceptance, Curiosity and Empathy (PACE) training.
- A willingness to undertake Team Teach training.

### Level B (in addition to level A criteria)

- Completion of all mandatory training including PACE and Team Teach.
- Completion of Medway Manager training.

### Level C (in addition to levels A and B)

- Evidence of continuous professional development

## Knowledge

### Level A

- An understanding of the Children's Homes Regulations 2015, Quality Standards, SCCIF and the Framework for Inspection of Children's Homes and how it impacts on the service.
- A developed understanding of Autistic Spectrum Disorders and displayed behaviours, learning difficulties and complex health needs, e.g., diabetes, PEG feeding, epilepsy, asthma.
- A theoretical understanding of child development.
- An understanding of the issues that affect children including trauma, attachment, and contextual safeguarding.
- A proficient understanding of a child's behaviour as a form of communication.
- Comprehensive knowledge of safeguarding policies and procedures, including understanding reporting process and signs and symptoms of abuse.
- A good knowledge of safe storage and administering of medication.
- Comprehensive knowledge of relevant legislation, policies and procedures and how they apply to different circumstances.
- An awareness of Signs of Safety.

### Level B (in addition to level A criteria)

- A good understanding of the Children's Homes Regulations 2015, Quality Standards, SCCIF and the Framework for Inspection of Children's Homes and what is required to meet or exceed the Ofsted requirements.
- Actively promote and apply the PACE model of care.
- Completion of medication assessor training.
- An understanding of Signs of Safety and its application.
- An understanding of the strategies for managing challenging behaviour including de-escalation procedures.

### Level C (in addition to levels A and B)

- A comprehensive understanding of the issues that affect children including trauma, attachment, and contextual safeguarding.
- Knowledge of assessment and care planning to meet the identified needs of children.
- Comprehensive knowledge and understanding of Autistic Spectrum Disorders and displayed behaviours, learning difficulties and complex health needs, e.g. adolescent development, child development, mental health, diabetes, PEG feeding, epilepsy, asthma.

## Medway Council Job Profile

# Experience

### Level A

- A minimum of 3 years' experience of working within residential children's settings.
- Significant experience of working directly with children and young people with learning difficulties and / or complex health needs and/or emotional/behavioural difficulties.
- Proven experience of working in a supervisory role.
- Experience in leading shifts.
- Experience of multi-agency working.
- Competent in independently participating in multi-agency meetings.

### Level B (in addition to level A criteria)

- A minimum of 2 years' experience of working as a Team Leader.
- Experienced in the use of safer recruitment practices.
- Experience of handling conflict and managing sensitive issues to achieve positive outcomes.

### Level C (in addition to levels A and B)

- A minimum of 3 years' experience of working as a Team Leader.
- Experience of managing petty cash.
- Experience in undertaking recruitment and selection using safer recruitment guidance.

# Medway Council Job Profile

## Skills

### Level A

- Proficient in the use of Microsoft Word, Excel and Outlook and willingness to learn other council packages as required.
- Full, clean driving licence for use in the UK and willingness to drive company vehicles including minibus.
- Ability to engage with children and other professionals effectively and proactively.
- Effective communication and interpersonal skills. Good written skills sufficient to produce well written reports and complete records accurately.
- Skilled in managing and resolving conflicts with children.
- Ability to supervise, co-ordinate or train other employees providing direction, monitoring progress and empowering them to achieve objectives.
- Able to participate in completing daily household tasks including cleaning and cooking.
- Ability to dynamically assess risk assessments and undertake new assessments where required.

### Level B (in addition to level A criteria)

- Able to work independently within defined procedures and can work outside of procedures, making decisions without referring to a manager where necessary.
- The ability to deal with difficult situations and make appropriate decisions in a solution focused manner.
- Ability to exchange complicated and / or sensitive information, written and verbal which can be complex and / or contentious.
- Ability to establish and maintain positive relationships with children, families, team members and other professionals.
- Ability to follow and promote all policies and procedures.
- Appropriately manage children and young people's challenging behaviour, in accordance with ethos and training.
- An understanding of Health and Safety and the requirements to undertake health and safety checks.

### Level C (in addition to levels A and B)

- Ability to evidence high levels of resilience and to recognise when escalation and support is required.
- Ability to act as a role model to other staff. Lead expert behaviour.
- Ability to lead other staff when dealing with stressful, difficult and challenging situations appropriately and effectively.