



Job Profile & Personal Specification

Job Profile

Job Title:

Team Leader

Location:

Edinburgh

Salary:

Dependant upon experience and qualifications

Responsible to:

Registered Manager

Hours:

Variable

Responsible for:

Direct support of service users and staff

Holidays:

28 days pro rata

Principle Working Contacts:

Service Users, Family Members, District Nurses and other health professionals
Directors, Professional Advisors, Office staff and other team members

Job Purpose:

To support the Registered Manager in the development and expansion of the service. To ensure the highest quality of support is delivered at all times.

Key Accountabilities

Staff:



You will promote and realise the involvement of service users, their representatives and staff in all aspects of the service.

Responsible for assisting with the recruitment and induction of skilled, knowledgeable and experienced staff.

Responsible for assisting in the training analysis and annual performance development review.

Responsible for assisting in the continual development of staff, and their involvement in all aspects of the service.

Responsible for ensuring the continual fitness of staff, including their registration with professional bodies, skills, knowledge and their mental and physical wellbeing.

Responsible for the management of a service user and staff team.

Key Accountabilities

Business Development:



Make recommendations for changes and improvements and ensure your line manager is kept apprised of all relevant service delivery developments. Monitor supplies and resources.

You are expected to comply with regular supervision and appraisal arrangements. Maintain compliance with standards set by SCA and line management.

To attend team meetings and training events.

To assist the Registered Manager to ensure the service delivered meets the highest standards at all times.

To assist the Registered Manager expand the business to meet key performance targets.

To act as the representative of the business to external agencies.

Care Delivery:



Provide individual care and support to people in their own homes.

To administer the Support Program, maintaining confidential files and to prepare reports as required. To liaise with other community services and resources to ensure effective levels of care.

To act as a mentor for staff in the delivery of care. To provide advice to staff, managers and service users based upon your specialism. To undertake service user assessments and complete agreed plans of care. To undertake reviews of support plans on a regular basis.

To meet with service users or their representatives to ensure the quality and consistency of care being delivered. To promote service users or their representatives involvement in all aspects of their care. To promote and deliver the highest quality of care.

Key Accountabilities

Administrative:



The role involves being an advocate on behalf of service users and assisting them to access other resources. You are expected to organise time and resources reflecting the individual needs of service users. To promote equality, acknowledge individual differences and uphold the rights and responsibilities of individuals.

You must keep up to date with SCA policies and procedures as well as relevant legislation in order that you and others are not at risk and attend work reliably and punctually.

Your work will include early mornings, evenings, weekends and bank holidays and you will be expected to attend all training as required and be prepared to achieve qualifications appropriate to your role.

To help assure that all administrative systems are maintained, with the assistance of administration support. To assist the Registered Manager submit to regulatory bodies or external agencies, any information that is required of the service. This is to be done both professionally and within timescales.

Other:



To be an effective ambassador for SCA in all activities and to assist the agency with Quality Assurance Standards.

To undertake any other duties as designated by line management.

Develop and maintain positive working relationships with all staff, customers, the public and representatives of external agencies.

Undertake any other duties and/or responsibilities appropriate to the nature of the role including dealing with general queries.






To contribute to marketing and publicity, including updating delegated sections of the website.

Note:








This job description is a broad picture of the post at the date of preparation. It is not an exhaustive list of all possible duties and it is recognised that jobs change and evolve over time. Consequently, post holders will be required to carry out any other duties to the equivalent level that are necessary to fulfill the purpose of the job, and to respond positively to changing business needs.

Personal Specification

Attributes	Essential
 <p>Experience</p>	<p>To show relevant experience in the care and support of people with complex needs.</p> <p>This may be through previous work experience or the support of a family member or friend.</p>
 <p>Education, Qualifications and Training</p>	<p>You must have a relevant qualification in Health and Social Care.</p> <p>You must have or be willing to undertake any requirements of the Scottish Social Services Council.</p> <p>You must have or make an application for registration with a registered body such as SSSC or NMC.</p>
 <p>Skills/Knowledge</p>	<p>To show an ability to independently develop your own skills and knowledge.</p> <p>To share and support others to develop their skills and knowledge.</p>
 <p>Other</p>	
 <p>Values</p>	<p>To exhibit:</p> <ol style="list-style-type: none"> 1. Empathy 2. Understanding 3. Dignity 4. Respect 5. Privacy

Personal Specification

Key Performance Outcomes	Essential
 <p>Effective Communication</p>	<p>You must be able to communicate effectively in both written and oral English.</p> <p>You must show an ability to learn new skills and knowledge.</p>
 <p>Flexibility</p>	<p>To be able to work a variety of hours and days to suit the needs of service users and the business.</p>
 <p>Planning and Organising</p>	<p>To be able to plan and organise your workload effectively.</p> <p>To be able to adapt to changing priorities.</p>
 <p>Team Working</p>	<p>To communicate and work effectively with a variety of people including:</p> <ol style="list-style-type: none"> 1. Service Users 2. Family 3. Colleagues 4. Health Professionals
 <p>Personal Accountability and Responsibility</p>	<p>To take responsibility for your own actions.</p> <p>To show an ability to learn from past experience.</p> <p>To be self aware and understand your attributes and areas for development.</p>

Please note - these are the key performance outcomes to be used to recruit into this role. The successful applicant will be assessed against all the performance indicators used in the Performance Development Review System once established in the role.