



Team Manager Job Description

Job Title: TEAM MANAGER

Establishment:

Responsible to: Care Manager

Brief description of job:

A Team Manager is responsible for making sure that a complete care service is delivered to the students/residents by a particular care team. This involves the direct management of Assistant Team Managers (ATMs) and a team of care staff with specific supervisory responsibility for ATMs and where necessary other care staff. Supervising, coaching and assessing Learning Support Workers, Senior Learning Support Workers and Practitioners are all primary aspects of this role. You will be proactive in ensuring that quality care is available to all students/residents within the establishment through the direct monitoring of staff performance and by acting as an excellent role model. The job role includes providing direct support to students/residents as necessary.

Below is an outline of the job. The references in brackets relate to national care standards. These describe precisely the level at which the job will be supervised.

Core expectations:

- 1 To attend for work reliably and punctually. [CU9.1.1]
- 2 To attend all training as required and take part in a positive manner. [CU9.3]
- 3 To know where Hesley Group policies are kept and to be aware of and to follow (and ensure the team is aware and follows) their contents. [All]
- 4 To remain vigilant and do everything possible to protect students/residents and others from abuse of a physical, emotional, sexual, neglectful, financial or institutional nature. This includes an absolute requirement to report any incident of this nature you witness, hear about or suspect. [C15]
- 5 All staff are expected to make sure that all students, residents and colleagues have equal opportunities, to acknowledge their individual differences and uphold their rights and responsibilities as set out in law and by Hesley Group policies. [O2]

Key result areas:

- 6 To build and maintain good quality working relationships with students/residents and be able to withdraw from those relationships appropriately. [SC14]
- 7 To ensure that when involved in direct care work, your input meets the standard required and documented by the Hesley Group and provides an exemplary model for other staff. This includes driving a minibus if required and if qualified to do so. [HG Level 2 units NC12,Z11,Z19,Y1]
- 8 To support students/residents in their domestic and personal situations, enabling them to do as much for themselves as they possibly can, whilst maintaining a safe and secure environment. [Y1]
- 9 To make sure that the safety and cleanliness of the student's environment is monitored and maintained. [CU3, CU9.1.9]
- 10 To ensure that the medical needs of students are met at all times. This involves ordering, administering and auditing prescribed medication as agreed in students' care plans and in accordance with the establishment's policy. [Z19.1.4-8]



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- 11 To support students' emotional well-being by helping them to maintain their interests and enabling them to keep in contact with family, friends and others who are important to them. [W8]
- 12 To identify the social and emotional needs of students and ensure that staff act in a way that promotes positive self-esteem and helps students/residents to deal appropriately with their feelings. This includes proactively supporting students when they are in distress. [C7, W3.2.7-8]
- 13 To be well-informed about students and their special needs and use the knowledge to contribute to assessment and care planning. This will include collating records, providing information for other staff, liaising with certain students' families, representing students' preferences and wishes where appropriate and contributing to case reviews. [SC8]
- 14 To take on the role of Key Worker for one or more students/residents as required. [SC8,SC14,CU9.1.1]
- 15 To use the knowledge of students'/residents' special needs to promote learning as they take part in a range of activities, which may be in a classroom or informal setting. This may involve special communication methods and, in some cases, specialist equipment. It will involve liaising with parents and other professionals who work outside of the establishment. [M8]
- 16 To be highly aware of student's/resident's behaviour and performance, to record observations accurately and use the information to inform team practice, formal assessments, care plans, and case reviews. [C16]
- 17 To actively promote positive aspects of behaviour, by practising as a Positive Approaches 'Technician', to ensure that all staff manage unwanted behaviours strictly in accordance with Hesley Group policies. This will involve leading staff, through effective demonstration and support in a practical setting, to develop an understanding of the broad context of challenging behaviours including the underlying causes and the needs of the students. [C7, MCI/C9.3]
- 18 To have overall responsibility for ensuring the effective planning, preparing, supervision and review of all routines and social and recreational activities, on and off site for students/residents. [MCI/C9.3, M8]
- 19 To ensure that students/residents are supported when preparing for and undergoing any transfer from one care setting to another. [W3]
- 20 To develop and maintain your own knowledge at a national level, to keep abreast of new developments in this field of work and, at a personal level, to reflect on your own values, priorities and effectiveness. [CU7]
- 21 To lead and manage the supervision (and appraisal) of a care team, to promote a culture of reflective practice within the team and contribute to developing the knowledge and skills of other staff. This will involve helping individuals and teams to identify training needs, delivering prescribed training packages and, assessing the performance of staff against set standards, giving feedback and providing coaching and mentoring to ensure a high standard of service delivery. [MCI/C9 inc D32/33 and A1]
- 22 To manage delegated resources efficiently and co-ordinate staff contributions to the on-going maintenance and improvement of the establishment. [MCI/B1]
- 23 To ensure the effective management of the following for students/residents:
- preparation and completion of review reports [SC8.4.10]
 - accurate and prompt completion of all necessary records [CU5]
 - the effective delivery of individual programmes [SC8]
 - the operational performance of key workers [MCI/B1, MCI/C9]



- 24 To monitor and manage staff absence and actively address any attendance targets set. [MCI/B1.2e]
- 25 To have primary responsibility for the effective rostering and deployment of staff, ensuring that any staff shortfalls are identified and covered. [MCI/B1.2]
- 26 To take part in the recruitment and selection of care staff in accordance with Hesley Group policy. [MCI/C7]
- 27 To take primary responsibility for a designated specific area of service development. [MCI/B1.1]
- 28 To work overtime if requested because it is necessary to maintain the care service. [CU9.1.5, rg 1c]
- 29 To undertake, as and when required, any additional tasks and responsibilities as are reasonably compatible with this job description and it's objectives.

Communication and working relationships:

- 30 To attend meetings and check communication books, noticeboards, diaries and pigeon holes daily to actively find information. There is an expectation that you will communicate information in a clear, legible, objective and professional manner, in a variety of ways, using the required level of confidentiality. This includes the use of e-mail and computer-based systems as they come into use. [CU5,CU9.1,4]
- 31 To do everything possible to ensure that your staff use the communication network effectively. [CU9.1.2]
- 32 To contribute fully to making work teams effective by striving to build positive relationships. You must give and receive constructive feedback aimed at developing the quality of relationships and performance. [CU9.1]
- 33 To promote effective communications and good relationships that respect the rights of students, residents, colleagues and others. This may involve using modified communication methods, including signing and symbol use, where the establishment provides for students whose special needs give rise to communication difficulties. [O2,CL2]

Health & Safety:

- 34 In carrying out the tasks in this job description you have a duty (under Health & Safety legislation) to take reasonable care for the health and safety of yourself and that of others. This implies taking positive steps to understand the hazards in the workplace, to comply with safety rules and procedures and to ensure that nothing you do, or fail to do, puts yourself or others at risk. This includes managing a safe and secure environment for students. [CU1, MCI/B1.1d]

This duty includes checking that any person entering Hesley Group property has a right to do so and their visit is recorded in accordance with Hesley Group procedures. [MCI/B1.1d]

Most challenging aspect of the job:

High quality role modelling, promoting positive relationships, attention to detail and promoting positive attitudes towards students/residents are vital as is the ability to manage changing priorities and challenge bad practice.

The primary task of this job is to manage others so that a high standard of care is provided to students. In addition to this, it also involves working directly with students on occasions. The role includes a significant supervisory management aspect aimed at getting the best out of staff. This role is very much about keeping the standard of service delivery high both by personal input and the supervision of other staff.



The contribution of this role:

Carrying out the tasks on your job description efficiently will ensure the smooth operation of the Group's administration and service. You will, therefore, be making a very important contribution to other employees, to matters affecting individual students/residents and the achievements of the Group as a whole. This will develop our position with local authorities who are our customers, as will the positive relationships you make every time you deal with authority personnel and parents by letter, telephone, e-mail or in person.

Prepared by Human Resources Dept. Date: 26 February 2001
Jobholder Signed Date:
Manager Signed Date: