

JOB DESCRIPTION

Job Title	Team Leader	Reports To	Service Manager
Grade	Grade 5	Band	Band B

Overview of Role

To assist the service manager in leading a team(s) to ensure the delivery of personalised services in line with Cornerstone's aim, strategic objectives and contractual requirements.

Main Duties

Other Requirements

- 1** Promote Cornerstone's aim, objectives and values continually through working practice.
- 2** Adhere to the Staff Charter.
- 3** Adhere to all statutory and legislative requirements relative to the role. This includes adhering to SSSC Codes of Practice, Care Inspectorate standards and contractual requirements.
- 4** Ensure induction, training plan and mandatory training is completed within the required time scales.
- 5** Participate in team meetings and identify ways in which the organisation can be continually improved.
- 6** Undertake responsibility for personal and professional development.
- 7** Carry out any other relevant duties as required.

Date Reviewed 14/12/2015

Reviewed By

Cornerstone reserves the right to vary or amend the duties and responsibilities of the post at any time to the needs of the business.

Team Leader Person Specification

SCQF Level 07

Educational Qualifications

Essential

- * *Willingness to attain SVQ Level 3 plus 15 credits or other relevant qualification to meet SSSC registration requirements.
- * Educated to SVQ Level 3 in a relevant subject.

Desirable

- * ECDL or equivalent IT Qualification
- * Educated to Advanced Higher or HNC

Knowledge and Experience

Essential

- * Ability to be a positive role model for other staff, motivating, directing and supporting a team.
- * Ability to communicate clearly and concisely, orally, in writing and in public settings.
- * Ability to empower the people we support and encourage independence at all times. This includes promoting dignity and the right to privacy, confidentiality and human rights.
- * Ability to lead the team and to provide effective motivation and staff support.
- * Ability to manage own workload and deal with stress and change in self, and others.
- * Ability to meet the physical demands involved in providing care and assistance to the people we support.
- * Ability to plan, and work in a systematic way.
- * Computer literate with the ability to use databases.
- * Demonstrable experience of working in a care or health environment.
- * Good level of numeracy with the ability to manage financial systems including budgeting.
- * Willingness to assist the people we support during their holiday/short break where required.
- * Willingness to work on-call, evenings, weekends, public holidays and carry out sleep-ins on a rota basis where required; within guidelines on maximum safe working hours.

Desirable

- * Ability to deputise for Service Manager where appropriate.
- * Ability to prepare and present reports.
- * Ability to prioritise and respond calmly to crises.
- * Demonstrable experience of managing support arrangements - rotas, staff support, risk assessments, manage poor performance and absence.

Skills, Special Aptitudes & Interests

Essential

Desirable

- * Effective communication skills.
- * Ability to build effective working relationships.
- * Ability to produce high quality accurate work.
- * Excellent customer service skills.
- * Ability to take initiative.

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Disposition & Personal Qualities

Essential

Desirable

- * Have a caring approach
- * Be reliable & dependable
- * Always professional
- * Confidentiality maintained at all times
- * Be self-motivated
- * Flexible approach
- * 'Can do' attitude
- * Be honest & trust worthy
- * Good listening skills
- * Creative approach

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Circumstances

Essential

Desirable

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