

Information Pack

Team Manager



Job Description

JOB TITLE: Team Manager

LOCATION: Staff are required to work in one of the various supported living houses owned by Wellington Care in Hull and surrounding areas.

SALARY: £28,000-£30,000 per annum (dependant on experience)

HOURS: 37 hours per week

REPORTS TO: Registered Manager

VALUES AND COMMITMENT: Wellington Care are committed to the inclusion, safeguarding and welfare of vulnerable adults experiencing complex mental health difficulties. All staff members are selected, vetted, and trained to a high standard to enable them to provide the safe and effective care of those who use our service. It is a criminal offence for people who are barred from working in Regulated Activity (under the Safeguarding and Vulnerable Groups Act 2006) to apply for roles that require them to work unsupervised with our service users.

OVERALL PURPOSE OF THE JOB

To support the Registered Manager to deliver a high quality service enabling individual needs and organisational priorities to be met in accordance with available resources. To provide management and leadership to a team of Team Leaders, Senior Support Workers and Support Workers and to oversee a cluster of services.

ROLE RESPONSIBILITIES

Participate in a rota of care for people who use the service as part of a team. Staff should be able to form appropriate relationships with service users and always maintain professional boundaries, while promoting independence and offering support, when necessary, in areas including:

1. Ensure that care and support is delivered to the highest standard in accordance with individual care and support plans, best professional practice, company policies and procedures and the philosophy of care. Oversee, supervise, and monitor all care practice.
2. To ensure that all service users have appropriate individual care and support plans which are regularly monitored and reviewed, including key working with service users in the development, implementation, monitoring and reviewing of individual support plans.
3. To ensure that services and support are provided in a person-centred way, using person centred approaches.
4. To assist the Registered Manager to manage the admissions procedure liaising where applicable with external agencies and families.
5. Contribute to, and have the overall responsibility for, staff rotas to ensure the service provides correct staffing levels and skills sets at all times so that the individual needs of the service users are met and in line with regulatory requirements.
6. To assist the Registered Manager to prepare for Care Quality Commission (CQC) reviews.

7. To assist the Registered Manager in all aspects of people management as required.
8. To provide management support, supervision, and leadership to the assigned staff teams in line with Wellington Care's procedures
9. To implement and manage change programme that have been agreed by the Registered Manager
10. To ensure that effective and satisfactory channels of communication upwards and downwards across all teams are in place.
11. Ensure that the staff team uphold and adhere to Wellington Care policies and procedures.
12. To implement, monitor and review governance and quality processes, including undertaking audits to ensure that the registered locations are adhering to regulatory compliance and delivering high quality care and support.
13. Ensure all regulatory and statutory obligations are adhered to.
14. Produce and prepare reports that may include RM reports, service reports, commissioner, and contract reports for approval by the Registered Manager.
15. To ensure that the services they are responsible for operate in such a way as to maintain the health and safety of all service users, personnel, and visitors.
16. To develop, maintain, liaise, and negotiate with external agencies in relation to service delivery including service users support planning and implementation in such a way as to promote good will.
17. To contribute to business development by actively promoting Wellington Care services and responding to referrals in a well-planned manner and in accordance with policies and procedures
18. Undertake administration related to the post.
19. To assist in the implementation of Wellington Care's Business Plan so that you can be aware of, and work towards, individual, team and organisation objectives and recognise and understand the importance of continual development of the individual team and organisation.

To be flexible with regards to the duties undertaken and in addition to the normal duties, undertake other duties that are reasonably within your skills and knowledge, but outside of the normal sphere of activity, if this is required.

ALL STAFF ARE REQUIRED TO:

- Show courtesy and respect to service users at all times to ensure that they enjoy the highest quality of life. Respect the confidentiality of tenants and their families at all times and involve families and friends in the service users care and develop their trust.
- Be aware of, and at all times comply with all company policies and statutory requirements of the Health and Safety at Work Act, Care Standards Act and all Regulations made there under, maintaining records diligently and accurately as

required.

- Greet all visitors, and answer the telephone, in a friendly, courteous and efficient manner and promote Wellington Care positively at all times in the local community.
- Maintain good working relations with all colleagues at all times.

This job description indicates the main duties and responsibilities of the post. It is not intended as a complete list and may be subject to review periodically.

NOTES

This job description is not intended to be exhaustive in every respect but rather to define the fundamental purpose, responsibilities, and dimensions of the role.

It is the nature of the work of Wellington Care that tasks and responsibilities are, in many circumstances, unpredictable and varied. All staff are, therefore, expected to work in a flexible way when the occasion arises and when tasks not specifically covered in their job description have to be undertaken. These additional duties will normally be to cover unforeseen circumstances or changes in work, and they will normally be compatible with the regular type of work. If the additional responsibility or task becomes a regular or frequent part of the member of staff's job, it will be included in the job description in consultation with the member of staff.

Person Specification

ESSENTIAL REQUIREMENTS	DESIRABLE REQUIREMENTS
Educational / Professional Qualifications:	Educational / Professional Qualifications:
<ul style="list-style-type: none"> Level 3 Diploma in Health and Social Care (or equivalent) Ability and willingness to work towards Level 4 and above management in health and social care Ability and willingness to undertake the skills for care management induction (or equivalent) <p>Excellent literacy and numeracy skills</p>	<ul style="list-style-type: none"> Level 5 management diploma in health and social care (or equivalent) Degree or equivalent standard of education
Skills/Abilities	Skills/Abilities
<ul style="list-style-type: none"> Ability to lead, motivate and manage a staff team. Budgetary and administrative skills Excellent verbal/written communication skills Excellent knowledge of relevant regulations and legislation Excellent understanding of CQC regulations and guidance <p>Good understanding of care/support plans</p>	<ul style="list-style-type: none"> A driving license and own transport is desirable. An excellent knowledge and understanding of mental health illness/conditions, learning disabilities, autism, and positive behaviour support
Experience	Experience
<ul style="list-style-type: none"> At least 2 years' experience in a Deputy 3 years Team Leader experience in a health social care setting Ability to demonstrate knowledge of recruiting and training staff. Experience of co-ordinating staff rotas. Experience of a multi-disciplinary approach to service delivery Ability to demonstrate could Knowledge of CQC and legislation relevant in a health and social care setting. 	<ul style="list-style-type: none"> Experience of multi-site management
Character and personal attributes	Character and personal attributes
<ul style="list-style-type: none"> Flexibility Positive can do attitude. Approachable Good listener and communicator Demonstrate a commitment to further and continuing professional development. Demonstrate an authentic interest in 	

maintaining the quality of service in accordance with the standards set by Wellington Care

- Demonstrate a commitment to further and continuing professional development.

Overview of Wellington Care

Founded in 2017, Wellington Care has been supporting local people to become independent for over 5 years. As a new organisation, we strive to be the best that we can be, supporting individuals with poor mental health, and other complex needs.

As an independent provider of specialist care and support, we believe that everybody should have the opportunity to realise their full potential and become as independent as possible.

We support adults across Hull and East Yorkshire with all aspects of their daily lives, including offering safe and welcoming living environments with around the clock care, as well as additional support within the community.

At Wellington Care, we are a passionate and committed team who go the extra mile for the people who benefit from our support.

Wellington Care is wholly owned by Hull and East Yorkshire Mind.

Our Aims and Objectives:

- To be a leading health and social care provider, focusing on supporting people with severe and complex mental health and other additional needs such as a learning disability, autism or behaviours that may challenge.
- To be a person centred and needs led organisation that will meet the holistic needs of a person to empower them to live as independently as possible.
- To support people to enable them to lead a positive and fulfilling life and achieve personal goals and ambition. This includes supporting everyone to go above and beyond their own vision of capability.
- To be the employer of choice within the communities we work in.

Our Mission:

Our mission is to empower individuals to achieve their hopes, goals, and aspirations so that they can live a positive, fulfilling and independent life.

Our Underlying Principles are:

- We respect the individual.
- We act with the highest standards of integrity, honesty, and commitment.
- We always strive to do the best we can in everything we do.
- We focus on people's strengths and abilities.
- We work together, and in partnership, with individuals.
- We support and encourage innovation and creativity



Summary of Terms and Conditions

1. Probationary Period of Service

All new staff will undergo a probationary period which will generally be the first six months.

2. Disclosure and Barring Service (DBS)

It is a condition of employment that all staff have a DBS Disclosure at the appropriate level which will be paid for by Wellington Care.

3. Hours of Work

As per your contract of employment. All hours are to be worked on a flexible basis to meet the needs of clients and the organisation. Staff who work more than six hours per day will take an unpaid lunch break of not less than 30 minutes.

4. Pay

No automatic annual increments are payable except for any cost-of-living increase which may be awarded to all employees at the absolute discretion of the Executive Committee.

5. Annual Holidays and Holiday Pay

Annual holiday entitlement with pay is 25 working days for full-time staff and on a pro rata basis for staff working part-time. In addition, paid leave will be granted for all bank holidays (on a pro rata basis for part-time staff) each year.

6. Payments During Sickness/Injury

Staff who are absent from work for reasons of sickness, or an injury sustained whilst carrying out their duties for Wellington Care will receive six weeks full Company Sick Pay and two weeks at half pay in a 12-month period.

7. Pension Scheme

Under the Government pension regulations all eligible staff will be automatically enrolled into the Company Pension Scheme currently provided by Aviva. Staff contributions will be in line with the minimum percentage of gross basic earnings set by the Government. The employer's contribution will be 3% of gross basic earnings. Additionally, staff who are either non-eligible or not entitled, under the regulations, may join the scheme and the same contribution levels would apply.

8. Subsistence and Travelling Expenses

Subsistence and travelling expenses are paid at rates determined by Wellington Care. Staff who work from home will have the first 10 miles deducted from their daily mileage claim.

9. Trade Union Membership

Employees have the right to join or not to join a Trade Union.