Team Leader  
Job Description and Person Specification

**JOB TITLE**  
Team Leader Hull Supported Living and Community Services

**RESPONSIBLE TO**  
Registered Manager

**RESPONSIBLE FOR**  
Programme Facilitators  
Social Care Support Workers Level 1 & 2

**Mission**

To provide innovative and Person Centred solutions for people with Autistic Spectrum Disorder, and other secondary conditions including Mental Health, Forensic and offending behaviour, Learning Disabilities, substance misuse and complex needs irrespective of where and how they live, to improve their quality of life and to extend and exercise their rights to access more control over their lives.

**Organisation**

Autism Plus is a charity committed to improving the life of people with Autistic Spectrum Disorder and other disabilities. The charity was formed in 1986 by a group of parents of autistic children. Autism Plus offers a range of services, including Residential, Supporting Living, Respite, Adult Learning/Day Service, Community Support and Domiciliary Care.

Autism Plus is a member of The Adsetts Partnership (TAP), which offers collaboration opportunities with like-minded voluntary sector agencies on a range of initiatives, from major government contracts through to local projects which will provide a ‘one-stop-shop’ range of services.

**Job summary**

To work within the Mission, Vision and Values of Autism Plus and the aims and objectives of the service.

A key part of your role will require that you understand the principles of The Transforming Care Agenda and have previous experience of working with individuals with complex needs, including ASD, Mental Health and Behaviour that challenges. You will be instrumental in supporting all referrals/assessments, transitions and implementation of new business, including liaising with partner agencies and commissioners.

To be responsible for the operational management of Supported Living and Community Services across the City of Hull. You will ensure that the services provided will meet the needs and choices of service users and their families, by ensuring that all contract requirements and expectations are fully met.
To work alongside our existing teams and services, and to support the Registered Manager in leading the expansion of our services across the City of Hull. You will be instrumental in supporting all transitions and implementation of new business, including liaising with partner agencies and commissioners.

Skills required are planning, organisational team building, facilitating PBS (Positive Behaviour Support) training to staff teams, motivation and mentoring of staff, time management, excellent communication skills, excellent problem solving/decision making skills, good standards of report writing and a desire to improve personal development.

To ensure service users receive tailored person centred support which meets and improves upon health and well being needs, enabling them to enjoy a fulfilling and valued life, by ensuring service users participate in the community and are given the opportunity to develop their abilities as fully as possible.

To promote and uphold equal opportunities

To represent Autism Plus locally working alongside in partnership with Key stakeholders and Commissioners promoting services to a wide and diverse range of audiences

**Key responsibilities**

**Care and support of service users**

- To ensure that staff develop and sustain professional and trusting relationships with service users and that staff promote their self esteem, happiness and emotional health.
- To ensure that staff encourage and support service users in expressing their needs, views and concerns. To enable service users to make choices and decisions and to participate as fully as possible in planning and decision making processes. To promote Person centred planning at all times.
- To ensure that staff respect and promote the rights and entitlements of people with learning disabilities and autism and to enable them to participate as fully as possible in their communities. To ensure that service users are offered access to sources of independent advocacy and advice.
- To ensure that the service supports service users in developing socially valued lifestyles which include a varied range of culturally and age appropriate experiences, building on the strengths, interests and aspirations of the service user. To enable people to access social, leisure, work and educational opportunities and to sustain an active programme of involvement in such activities.
- To promote a warm and positive approach to the friends and families of service users. To involve families and significant others in the planning of individual support, where this is in accordance with service user preferences.
- To ensure that service users are enabled to become as independent as possible and to grow in confidence, competence and personal effectiveness. To achieve this through the provision of practical assistance, support, teaching, advice, role modelling, encouragement and positive feedback.
- To coach staff in the use of appropriate strategies and interventions, as specified by the Person Centred Plan, to support people who express their frustrations and needs through behavior’s that challenge.

- To devise and implement detailed management guidelines, individual programmes and protocols for managing challenging behaviour.

- To ensure that service users receive all necessary advice, care and regular health checks to maintain their physical and emotional well being. To promote nutrition, relaxation, exercise and a healthy lifestyle.

- To ensure that medication is administered and recorded as prescribed. To organise safe procedures for the collection, storage and administration of medication within Autism Plus guidelines.

- To observe and monitor the service users’ emotional and physical well being and to inform relevant staff and agencies of any concerns or significant changes in their needs, behaviour and circumstances adhering to the Mental Capacity Act and Autism Plus Safeguarding policy and procedure.

- To ensure that emergencies and incidents are responded to promptly and appropriately within Autism Plus policy and reporting procedures and to maintain the welfare and safety of service users and staff with due regard to accident reporting, risk assessment, due diligence, and the Health and Safety at Work Act.

- To ensure that staff carry out and record all financial transactions involving service users within Autism Plus guidelines. To ensure that service users are enabled to be as independent as possible in the management of their personal finances. To ensure that they obtain their full benefit entitlement and are given advice and assistance in connection with budgeting, payment of bills and avoidance of debt.

- To promote anti discriminatory practice and to ensure that the services are responsive to the specific needs of female service users and clients from ethnic minorities.

- To ensure that the specific needs of service users, who have additional problems, including physical health needs and disabilities, communication and mental health needs, are fully identified, assessed and fully responded to as appropriate.

- To ensure that all service users have Individual Support Plans and person centred plans which are regularly reviewed and evaluated. To monitor the content, implementation and effectiveness of plans. To ensure that all service users have a key worker and co worker and to act as the nominated key worker as appropriate in line with BILD.

- To ensure that service users receive appropriate and adequate care and support to meet their individual needs, drawn from the full range of external services available, as well as from resources available within the service. To ensure that all service users are effectively linked into Care Management mechanisms and have identified statutory Key Workers.

**Staff management**

- To lead and manage staff so as to ensure that the highest levels of performance and standards of work are achieved, in line with PCP and
CQC outcomes.

- To plan ahead to meet the needs of service users as identified by their individual Person Centred Plan by:
  
  i. Coordinating and deploying staff time in such a way as to ensure maximum efficiency and effectiveness in the use of staffing resources
  
  ii. Delegating tasks and responsibilities as appropriate and check that they are carried out
  
  iii. Ensuring that all duties are carried out as prescribed and that quality standards are met at all times
  
  iv. Ensuring that all planned service user activities take place and that all individual programmes are followed.

- To have a clear vision for the provision of services within Hull consistent with the philosophy of the vision of Autism Plus. To articulate and reinforce this vision, ensuring that it is embedded in actual practice. To ensure that staff understand and are committed to the values and objectives of the service.

- To observe safe working practices at all times including reference to:
  
  i. Health and Safety regulations
  
  ii. Lifting and Handling
  
  iii. Fire procedure
  
  iv. COSHH regulations
  
  v. Environmental Health requirements

- To generate and maintain a customer focused ethos at all times and to ensure excellent working relationships with other professionals.

- To ensure that all staff receive personal support, supervision and appraisal. To take appropriate supportive and corrective action to ensure that performance difficulties are addressed effectively.

- Facilitating PBS (Positive Behaviour Support) training to staff teams, motivation and mentoring of staff, time management, excellent communication skills, excellent problem solving/decision making skills, good standards of report writing and a desire to improve personal development.

- To organise and chair team meetings, ensuring a co-operative and cohesive team spirit and a culture of open and honest communication.

- To promote and nurture good practice and to brief staff regarding wider policy and practice issues.

- To participate in the recruitment and selection of staff, under the direction of HR and Registered Manager.

**Project management and administration**

- To be accountable for the overall quality of the service and to ensure that it confirms with the required quality standards and requirements of Autism Plus, Social Services Department and other stakeholders.

- To promote effective joint working with partner agencies and ensure the achievement of agreed service objectives. To ensure that excellent communications are maintained.
• To ensure that policies and regulations pertaining to fire, environmental health, general safety and security are understood and adhered to by all staff, tenants and visitors. To promote a high standard of health and safety awareness. To assist in recording and investigating accidents and incidents within the project and to take appropriate follow-up action.

• To encourage customer feedback and suggestions from service users, carers and stakeholders for improving services. To promote a positive attitude to complaints. To ensure that complaints are fully investigated within the agreed procedures of Autism Plus and that timely and appropriate action is carried out.

• To maintain effective administrative procedures and financial control systems in liaison with Registered Manager and the Finance Department. To ensure that all matters pertaining to client finances are strictly managed within the parameters of Autism Plus policy and to monitor carefully all financial arrangements and transactions.

• To help develop and participate in monitoring and evaluation procedures. To assist in the formal review at regular intervals. To collect and collate relevant statistical information including service user contact hours. To develop and participate in the evaluation of outcomes for service user. To ensure that any quality assurance measures are implemented.

• To assist the Head of Service in the management of the service budgets and to liaise with Autism Plus Finance Manager and the Registered Manager. To ensure that voids in supported housing are kept to the lowest possible level and that income generation is maximised. To ensure that rent accounting, petty cash and basic book-keeping procedures are maintained to the required standards.

• To establish and maintain good working relationships with all professionals and services in the area. To contribute towards effective joint working by maintaining high standards of liaison and communication and by participating in inter agency forums.

• To facilitate the involvement of service users, carers and representatives in the development and management of services. To promote Autism Plus, its services and activities to service users, carer, other agencies and the general public.

• To notify local agencies of any vacancies within the project, and to seek appropriate referrals so as to make the best use of the service. To carry out full assessments of clients referred and to convene the Allocations Panel to discuss the referrals.

**Other**

• To notify Registered Manager of planned whereabouts and to submit accurate timesheets monthly.

• To accept support, supervision and guidance from senior colleagues.

• To carry out all work in a manner consistent with the aims of the Charity and the service principles adopted by Autism Plus.

• To comply with and to implement the Equal Opportunities Policy.

• To maintain confidentiality at all times, in accordance with the agreed policy.
• To identify training needs in discussion with Registered Manager and to attend training events and courses as required.

• To observe any written policies, procedures and guidelines for good practice as agreed by Autism Plus.

**Teamwork**

• Participate in promoting a team approach at all times.

• Be polite, courteous and supportive to all team members.

• Be flexible in accordance with the needs of the weekly rota.

• Be available to cover leave (sickness, annual, etc).

• Assist in the induction of new staff.

• Work in accordance with training and agreed policies, practices and procedures.

• Participate in and contribute to staff meetings.

• Support colleagues in difficult or potentially difficult situations within the workplace.

**Personal Development**

• Attend supervision and appraisal meetings and have a willingness to be accountable and develop as a valued team member.

• To undertake training as required. This may include attending training courses outside your place of work.

**General**

• Work to agreed standards in line with Autism Plus policies and procedures.

• Any other duties as reasonably requested, relative to the objectives of the post.

*This is an outline of the post-holder’s duties and responsibilities but it is not an exhaustive list and may change from time to time to meet the changing needs of the Charity.*
## PERSON SPECIFICATION – Team Leader

<table>
<thead>
<tr>
<th>Qualifications</th>
<th>ESSENTIAL</th>
<th>DESIRABLE</th>
<th>EVIDENCE</th>
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<tbody>
<tr>
<td>A relevant professional qualification (e.g. RNLD, DipSW, NVQ IV)</td>
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<td>Application Form/Interview &amp; Certificates</td>
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<tr>
<td>Educational qualification of a minimum of 5 GCSE at grade C or above, or equivalent (or evidence of significant study at this level)</td>
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<td>NVQ III in care, Adult Teaching Certificate</td>
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<td>Degree level academic qualifications / management qualifications</td>
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<tr>
<td>Previous experience working with people with ASD in a care or education environment plus previous learning disability experience</td>
<td>x</td>
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<td>Application Form/Interview</td>
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<tr>
<td>Trained/qualified or a willingness to undertake the Coach level certificate in Positive Behaviour Support (PBS)</td>
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### Experience

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<tr>
<td>Experience of staff supervision, appraisal and management</td>
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<td>Application Form/Interview</td>
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<tr>
<td>Significant experience of supporting people with complex needs including ASD Mental Health and challenging behaviour</td>
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<td>Experience of consulting with service users and responding to their views in service development and delivery</td>
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<td>Interview</td>
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<td>Experience of evaluating, monitoring and reviewing services</td>
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<td>Ability to develop staff, to mentor staff and train to an agreed standard</td>
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<tr>
<th>Skills, Knowledge, Personal Qualities</th>
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<tr>
<td>Ability to articulate and communicate a progressive vision for the delivery of learning disability and autism services</td>
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<td>Familiarity with current government policy and accepted good practice in the provision of learning disability and autism services</td>
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<td>Ability to engage with service users, and to develop and sustain professional and trusting relationships</td>
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<td>Good verbal communication skills and ability to listen sensitively to others</td>
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<td>Good written communication skills</td>
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<td>A high level of customer focus and the ability to lead and manage a team to provide excellent customer service</td>
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<td>Ability to demonstrate initiative, self motivation and resourcefulness</td>
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<td>Ability to liaise in a professional manner with other agencies and to work in a positive way with the families and friends of service users</td>
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<td>Understanding of the person centred aims and principles of Autism and Learning Disability and an ability to transfer knowledge into good practice</td>
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<td>Ability to demonstrate respect for difference and diversity</td>
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<td>A non judgmental, accepting approach to working with people who may be challenging</td>
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**Other**

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<td>Willingness to work flexible hours according to needs of the Charity and service users</td>
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<td>Willingness to attend training courses and events</td>
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<td>Willingness to accept feedback and guidance and to be accountable to colleagues and managers</td>
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*The Charity reserves the right to conduct internal testing of candidates who are unable to show proficiency in any of the above*

*The post holder will be expected to undertake occasional travel to other offices for work duties and meetings*

**Approval/Acknowledgement**

*Please sign below to indicate that you have read and acknowledge the functions associated with the position*

Employee Signature ___________________________ Date ________________

Print Name ____________________________________________

Management Signature ___________________________ Date ________________

Print Name ____________________________________________