



The Richmond Fellowship
Scotland

JOB DESCRIPTION – TEAM MANAGER

This description gives an overview of the post, the key responsibilities and the context within which the post is offered. It is not intended to be an exhaustive statement of Terms and Conditions within TRFS.

Job Title and Salary Range

Job Title : **Team Manager**
Salary : **Fixed Salary in accordance with the table below**

Fixed Salary	Responsibility Bar
£24,853	Up to £149,999
£25,652	£150,000 - £199,999
£26,452	£200,000 - £249,999
£27,253	£250,000 - £299,999
£28,053	£300,000 - £349,999
£28,585	£350,000 - £499,999
£29,119	£500,000 - £649,999
£30,186	£650,000 - £749,999
£31,251	£750,000 - £899,999
£32,320	£900,000 - £999,999
£33,386	£1,000,000 - £1,499,999
£34,886	£1,500,000 - £1,999,999
£36,886	£2M or more

Accountable to: **Area Manager**

Values and Commitment

TRFS is committed to providing high quality support designed around individuals' abilities, needs and choices. TRFS is committed to promoting independence and inclusion within communities. TRFS believes everyone is able to make their own individual contribution. TRFS seeks to work in partnership with all relevant parties, but in particular with the individuals themselves.

Support Services

TRFS supports over 2,000 people across Scotland and provides a wide range of services designed to meet diverse needs. TRFS supports people with a range of abilities and support needs, including those with mental health difficulties, learning disabilities, people with autism, individuals with dementia and people with alcohol related difficulties. TRFS supports people of all ages. TRFS provides most of our support within peoples own homes, but also offer services such as drop-in centres, respite and Care Homes.

TRFS is keen to ensure that the voice of those we support is actively listened to, both in terms of the development of individuals' support and in terms of our organisational development.

The Job

The Team Manager will provide management and leadership to a team of Senior Support Workers and support staff. They will be responsible for ensuring all current and newly referred individuals are properly assessed and that high quality, person-centred support is provided for all supported individuals. They will ensure support teams have the skills and competences required and will provide a developmental focus for practice. The Team Manager will ensure that all regulatory and contractual standards are met and exceeded.

The Team Manager will ensure that TRFS is appropriately represented and working in effective partnership with key local service providers, including the Social Work Department. They will act as ambassadors for the organisation.

They will be responsible for ensuring good communication channels are established and maintained to facilitate new referrals and joint working.

The Team Manager will be responsible for managing staff and delegated budgets in accordance with TRFS Policies and Procedures.

Key to the job is adopting a proactive approach to achieving a positive, engaging, promotional and relationship building role with Local Authorities and all other stakeholders.

Key Responsibilities

1. Manage and co-ordinate day-to-day activities within the service.

- Ensure that all services are delivered within the framework of TRFS core values and in line with TRFS Policies and Procedures.
- Ensure that services are of a standard which meet and exceed standards set by regulatory bodies, including the National Care Standards and contractual obligations.
- Deploy staff in a way which maximises cost efficiency whilst meeting the demands of the people we support.
- Undertake administrative tasks as required e.g. in relation to staff records, management returns and maintaining records, as required.
- Monitor all financial matters relating to the service in accordance with finance policies and procedures. Contribute to the management of the budget for the area and take corrective action, where appropriate.
- Liaise with external professionals, individuals and families as required to ensure that the needs of the people supported are reviewed regularly and plans developed so that we continue to meet their needs.
- Ensure that effective referral protocols and practices are in place to enable speedy and positive responses are provided to meet new demands.

2. Ensure good practice within services.

- Ensure that appropriate person-centred support arrangements are in place for each individual supported and reviewed, as per policy.
- Implement and monitor quality assurance strategies and documents, actively promoting a culture of continuous improvement.
- Actively promote and support inclusion, ensuring that individuals are supported to participate in community and work opportunities according to their interests and wishes.
- Provide coaching and mentoring to staff.
- Ensure health and safety requirements are met within services and comply with Health & Safety Legislation.
- Plan and implement service development along with the Area Manager.

3. Management of teams and individuals

- Contribute to the recruitment, appointment and induction of staff through effective use of TRFS Safer Recruitment Policy.
- Manage and support staff in line with TRFS Policies and Procedures, including supervision, absence management, disciplinary and grievance issues.
- Promote and support effective team working through good communication and regular team meetings.
- Identify individual and team learning and development needs and plan to meet these in conjunction with learning and development staff.
- Participate in the delivery of training as agreed by the Area Manager and Learning & Development staff.
- Effectively identify and contribute to learning and development activities including meeting organisational targets for SVQ achievement. This may include SVQ assessment, verification, or other forms of support.

4. To establish and maintain effective communication

- Develop and maintain effective communication systems within the team.
- Ensure regular team meetings are held.
- Ensure regular planning and reviews are carried out for all individuals supported.
- Ensure effective representation and joint working with key agencies, families and individuals.
- Establish and maintain processes for facilitating new referrals.
- Promote the organisation in a positive manner

5. Additional Duties

- Participate in the On-Call system.
- Work flexibly to meet the needs of the service, carrying out shifts if necessary.
- Deputise for the Area Manager, as required.
- Undertake additional activities such as attendance at conferences and involvement in project groups to further individual and organisational development.

Qualifications and Experience

It is essential that the post holder achieves a relevant qualification for the post, as defined by the Scottish Social Services Council (SSSC). Candidates must either:-

- Hold a qualification allowing the applicant to register with the SSSC at the grade appropriate to this post; or
- Commit to working towards such a qualification, and to successfully completing this qualification within a time frame specified by Management to enable you to remain on the SSSC Register.

An SVQ Level 3 in Care is required for all Team Manager posts. A Registered Managers Award will be required for Team Manager posts in Care Homes. An SVQ Level 4 in Care and/or Management would be an advantage.

Applicants should have at least two years' management experience in a human service setting.

Additional Information

All employees will be expected to apply for and maintain their Registration with the SSSC at the appropriate time, as specified by the SSSC, and to ensure they comply with the SSSC Code of Conduct.

All staff must familiarise themselves with all the Policies and Procedures of TRFS and work within both procedural and legal frameworks including Health & Safety and Equal Opportunities. In particular, all staff have a duty to ensure they comply with requirements under the Protection of Vulnerable Adults and Children.

Prior to any unconditional offer of employment being made TRFS requires to have the following compliances satisfied:-

- Satisfactory references.
- Satisfactory check of PVG Membership.
- Compliance with Asylum and Immigration Act 1996.
- Qualifications/SSSC registration confirmation.

Code of Practice for Social Service Workers

Social service workers must:

- Protect the rights and promote the interests of service users and carers.
- Strive to establish and maintain the trust and confidence of service users and carers.
- Promote the independence of service users while protecting them as far as possible from danger or harm.
- Respect the rights of service users while seeking to ensure that their behaviour does not harm themselves or other people.
- Uphold public trust and confidence in social services.
- Be accountable for the quality of their work and take responsibility for maintaining and improving their knowledge and skills.

Scottish Social Services Council 2002

PERSON SPECIFICATION (TEAM MANAGER)

ATTRIBUTES	ESSENTIAL	DESIRABLE
Education, Qualifications and Training	<ul style="list-style-type: none"> • SVQ Level 3 in Care or the willingness to undertake and successfully complete within the specified timescales 	<ul style="list-style-type: none"> • SVQ Level 4 in Management • Recognised professional qualification • e.g. Dip SW, <ul style="list-style-type: none"> ○ RNM/RMNH
Experience	<ul style="list-style-type: none"> • Minimum of two years' management experience in human services setting 	<ul style="list-style-type: none"> • A1 Award • Supporting and managing in services where people challenge • Experience of multi- agency working
Values Base	<ul style="list-style-type: none"> • A belief in inclusion, evidenced through work practice or personal experience • A desire to ensure people supported are at the heart of decision making • Commitment to the principles and practice of continuous development 	
Skills, Abilities and Knowledge	<ul style="list-style-type: none"> • Leadership skills • Management skills • Ability to negotiate and problem solve • Ability to manage and motivate staff • Ability to plan and prioritise workload • Ability to write reports • Good communications skills • Knowledge of regulatory standards 	<ul style="list-style-type: none"> • Knowledge of planning and developing processes • Experience of financial management
Interpersonal and Social Skills	<ul style="list-style-type: none"> • Good communication skills • Ability to liaise, work with and engage effectively with a wide range of stakeholders • Observe standards of dress appropriate to the post. • Proactively promote the organisation 	

I hereby accept the terms as stated on the Team Manager job description

Printed Name

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Signature

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Date

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