

**JOB TITLE:** Team Leader

**RESPONSIBLE TO:** Senior Manager

**LOCATION:** Dementia Support Service

**HOURS OF WORK**: 21

**SALARY**: Actual £17,319 FTE (£28.874)

**JOB PURPOSE:** To coordinate and deliver high quality and effective support groups for people living with a diagnosis of dementia; providing group members with the opportunity to socialise, pursue hobbies and interests, improve health and wellbeing and learn how best to manage their condition to live as independently as possible. To manage and coordinate a team of support workers and volunteers by providing appropriate and effective performance management practices. To develop and maintain strong links with other internal and external professionals and agencies to provide a responsive and effective service that consistently delivers positive outcomes for people in the Salford area. To provide personalised support and guidance for people living with or affected by a diagnosis of dementia, signposting service users to other relevant support where appropriate and as agreed with the service user/s.

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**PRINCIPLE DUTIES AND RESPONSIBILITIES:**

1. To lead and performance manage a team of Support Workers and volunteers, assigning work to team members, monitoring and supervising the day-to-day delivery and quality standards of their work.
2. To encourage a culture of continuous performance improvement at both an individual and service level.
3. To participate in recruitment and selection of team members, implement robust induction practices ensuring participation in core and ongoing training as appropriate.
4. To plan, co-ordinate and deliver city-wide neighbourhood activity groups undertaking regular evaluation to review effectiveness and inform the continuous development of the programme.
5. To continuously develop and provide a wide range of effective person centred and dementia focused activities and interventions using best practice guidance to inform service delivery.
6. To develop and maintain extensive professional networks with partner organisations to continuously raise the profile of the service and monitor the effectiveness of client pathways.
7. To contribute to the evaluation and monitoring of service delivery ensuring comprehensive record keeping and systems management submitting data in accordance with organisational policy and other external requirements.
8. To ensure robust financial controls are in place to monitor expenditure within own area of responsibility; ensure financial targets are achieved and maximising income opportunities.
9. To ensure Health and Safety standards are maintained and risk is mitigated to the lowest level possible by ensuring staff take personal responsibility for their own and others' safety and to undertake risk assessments of relevant activities.
10. To deputise for the Service Manager by being the first point of contact and representing AUKS in the absence of the manager and resolve day-to-day issues or escalate to the Director of Dementia and Community Services.
11. To provide high quality person centred and dementia focused guidance, support and structured interventions via needs assessment and support planning processes
12. To support and enable those referred to the service to navigate and access other appropriate services and resources, ensuring contact is made with the right individual / agency as agreed

**ADDITIONAL RESPONSIBILITIES:**

1. To ensure compliance with all relevant service standards, policies and procedures of Age UK Salford (AUKS) and all other relevant external compliance standards.

2. To develop and maintain effective relationships with service users, their carers and all other key individuals and / or groups whilst demonstrating a positive commitment to always providing good customer service.

3. To communicate effectively by maintaining clear, concise and open communication always, ensuring that the Service Manager and all team members are fully informed and updated.

4. To support the Service Manager to coordinate and facilitate team meetings making positive contributions to regular team meetings and individual supervision.

5. To continuously review own performance and take responsibility for own learning and development by undertaking induction and on-going training as required.

6. To work collaboratively with the other team members, external professionals and other key stakeholders to consistently deliver positive outcomes for those who use our services.

7. Demonstrate personal leadership by contributing toward continuous service improvement, adopting a positive approach to change and willingness to seek solutions to resolve the day-to-day challenges of delivering effective services for people with dementia.

8. To ensure that the service offered is sensitive and responsive in meeting the needs of the diverse communities in which they are delivered.

9. To undertake any other tasks, duties or projects as required which are relevant to the role as directed by the Service Manager.

10. Safeguarding adults at risk is essential to the job role. This includes working

within local and national policies to safeguard individuals and their families.

**PERSON SPECIIFICATION – Team Leader**

The following requirements will be assessed from a combination of information provided from the application form, panel interview process and references:

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| **Education and Qualifications** | **Essential** | **Desirable** |
| Degree or relevant professional qualification  Relevant NVQ level 3 or equivalent and willingness to work toward NVQ level 4 | **X** | **X** |

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| **Skills, Knowledge and Experience** | **Essential** | **Desirable** |
| Experience of staff management including recruitment, and performance management processes  Experience or more of working in the statutory or voluntary health &/or social care sectors  An in-depth knowledge and understanding of the needs of people with dementia and their carers  Experience of undertaking risk / needs assessment and support planning processes  Experience of planning and facilitating groupwork interventions  Experience of working in partnership with other multi-disciplinary health &/or social care providers  Ability to work as part of a dynamic team  Excellent written, verbal and interpersonal communication skills  Sound analytical skills and ability to reflect on own and others practice  Data management and good IT skills  Excellent organisation skills and the ability to maintain accurate and concise records  Knowledge and understanding of relevant social policy and legislation | **X**  **X**  **X**  **X**  **X**  **X**  **X**  **X**  **X**  **X**  **X** | **X** |

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| **Personal Attributes / Qualities** | **Essential** | **Desirable** |
| Always work professionally and represent the organisation in a positive manner  Ability to evaluate and reflect on own and others practice and contribute toward continuous service improvement  Ability to plan and think creatively and work on own initiative  Ability to adopt a solution focused approach to resolve day to day operational challenges  Ability to listen sensitively and empathise with people with dementia and their carers  Willingness to travel within the service area and beyond  Car driver and access to own vehicle  Ability to work in a non-discriminatory manner and demonstrate a commitment to equal opportunities  To undertake all work tasks in a flexible way to meet the needs of the service | **X**  **X**  **X**  **X**  **X**  **X**  **X**  **X**  **X** |  |