**Job Description**

This form is used to provide a complete description of the specific job and defines the required skills, knowledge, behaviours, qualifications and experience.

# Section A: Job Profile

The job profile provides key information relating to the salary and working conditions e.g. location of a job, along with the current focus of the role and a brief description of the main duties.

## Job Details

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| Job Title: | Community Services Team Leader |
| Salary: | £37,035-£39,513 |
| Grade: | 10 |
| Hours: | Up to 37 hours per week- We are open to discussions about flexible working. |
| Team: | Social and Community Services |
| Service Area: | Adult Social Care |
| Primary Location: | The primary location is usually Wantage Community Support Service and you will be required to work from this location . Occasionally you will be asked to work from another service |
| Budget responsibility: | None |
| Responsible to: | Team Manager |
| Responsible for: | G7/G6 Posts |
| Political Restricted Post: | N/A |

## Job Purpose

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| This is a brief overview of the key objectives of the job including the context within the team/department.  The Social and Community Services vision is to support and promote strong communities so  that people live their lives as successfully, independently and safely as possible. We believe  that people themselves, regardless of age or ability, are best placed to determine the help  they need.  **Staff working in Adult Social Care in Oxfordshire will:**   * provide a proactive personalised approach to the delivery of care; * respond to people’s needs in a timely manner; * focus on improving people’s well-being; * promote and support people to be responsible for their independence; * give people greater choice and control over the care that they receive; * take account of people’s risks and safety at all times; * support people to achieve the outcomes that are most important to them using all   available resources and taking responsibility for the public purse;   * work in accordance with the Corporate CHOICE values and competency framework   https://intranet.oxfordshire.gov.uk/cms/content/competency-explanation  **This will be achieved by:**   * innovation and creativity in meeting needs; * a commitment to service development; * partnership working with individuals, other professionals and wider local networks to   deliver an effective and affordable service;   * outcome focused working to identify opportunities to meet needs, demands and   achieve aspirations;   * taking ownership and doing all we can to effect positive change; * flexible working to meet the varying demands across the different teams; * promoting and supporting people in identifying, and managing their own risks; * preventing the need for ongoing care.   **Our guiding principles**  **We:**   * put people and their experience at the center of what we do; * work as one team, taking ownership for your work, respecting your time and that of   others, only involving colleagues if necessary   * build social value in our work; * work with individuals, their families, partner agencies and communities to improve and   inform services;   * share information with the person about their care; * see our contribution in the context of the overall services; * have internal debate and external unity; * are open to new ideas, seek and act on feedback and have a continuous improvement   and learning culture;   * make the best use of available resources; * make evidence based decisions and support others to do the same.     **MAIN PURPOSE(S) OF THE JOB:**  To support the workforce to provide personalised support, to people who have an eligible  assessed need to access ordinary everyday activities and experiences  Ensure that in responding to individual identified needs that all options including the use of  informal support networks and community resources are explored in order to achieve  identified outcomes.  The post holder will be responsible for ensuring that they work within departmental policies,  procedures and guidelines including but not limited to Data Protection Act, confidentiality and  information sharing protocols, Oxfordshire Multi agency safeguarding procedures, and that  these are adhered to and concerns raised in accordance with these polices.    To be responsible for the operational management of an allocated service and supervise the  staff team, using one to one's, appraisals, sickness monitoring and staff development. Lead a  team in delivering integrated, planned and coordinated travel and support in accordance with  Oxfordshire County Council Policies and Procedures, whilst ensuring the inclusion and  participation of people attending the service and their families and carers - this will include  supporting the Team Manager with the recruitment of staff, strategic planning and  development of the service. |

## Job Responsibilities

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| This is a bullet point list of the main duties or tasks that the post holder will be expected to undertake.  **1. Roles and Responsibilities:**  To ensure statutory requirements are met   * To be responsible for the operational management of an allocated service and deliver   a customer focused service in accordance with the standards set out in the Council  "Customer Service Codes of Practice" and individual Service Level Agreements.   * Facilitate stakeholder engagement and involvement in all aspects of service   development   * Ensure that all individuals are supported appropriately in person-centred planning and   provide guidance and sign posting on health, financial and housing issues.   * Ensure records of activities, Whole Support files and support notes are kept up to date   inclusively & with full participation of people supported   * Support and empower people attending the service to have choice and control of their   lives within a risk management framework which is regularly monitored and reviewed.   * Be responsible for the supervision and appraisal of an agreed number of staff in   accordance with Oxfordshire County Council Policies and Procedures   * Commitment to supporting Intensive Interaction and any other Total Communication   skills identified locally within the service or people's networks.   * Support individuals to use Oxfordshire County Council complaints policy when   necessary.  **2. To work within Safeguarding policies and procedures**   * To identify where a safeguarding alert needs to be raised: ensuring a timely escalation   of those concerns.   * To act in accordance with the Oxfordshire Adult Safeguarding Policy and Procedures   and Adult Social Care Best Practice Guidance.   * To assist with the training and development of operational staff in relation to adult   safeguarding procedures.   * To ensure that clear and concise records of safeguarding and monitoring are   undertaken, and that both electronic and (where required) paper files are kept.  **3. To promote health and wellbeing through integration and links with local**  **community**   * To actively engage with partner agencies, representing the needs of the individual and   of Adult Social Care.   * To develop and maintain an in depth knowledge of local resources. * To work with service users and carers to promote participation and inclusivity. * To assist the Manager to explore and maximise the use of community resources in   helping individuals to meet their identified outcomes.   * To work collaboratively with teams and services both within and outside of Oxfordshire   County Council to ensure a coordinated and effective service is provided to the  individual.   * To promote and engage in cross/multi agency and inter-disciplinary working, ensuring   strong working relationships are in place with partner agencies.  **4. Professional Leadership, development, and working in best practice**   * To develop the competency and skills of the team and keep records of development   needs and attainments   * Provide supervision to identified staff or students in line with the Supervision Policy. * To take ownership of own professional development; attending training, workshops,   courses and share learning and expertise across the organisation.   * To attend, participate and lead team discussions and embrace personal development   opportunities.   * To act as a champion in an area of expertise / special interest (e.g. Intensive   Interaction, Drama, Dementia, etc).   * To complete any workbooks/portfolio's as required by the council and the professional   body in order to develop skills required to undertake the role.   * To attend and utilise supervision and appraisal to identify opportunities for   development, new ways of working and reflection on practice.  **5. Service Development**   * To contribute to the development of the service i.e. by communicating new ideas or   practice issues through means such as briefings, completion of council surveys, and  team meetings.   * To take opportunities to network and build professional relationships with   organisations, agencies and stakeholders to improve and promote joint working and  effective service delivery.  **6. Performance**   * Take ownership of and responsibility for delivering against team and individual   performance targets.   * Make evidence based decisions on the commitment of financial resources within the   scheme of delegation.  **7. Equal Opportunities / Diversity**   * Oxfordshire County Council is committed to an Equal Opportunities Policy, which affirms that   all staff should be afforded equality of treatment and opportunity in employment irrespective of  sex, sexuality, age, marital status, ethnic origin or disability. All staff are required to observe  this policy in their behaviour to other employees and individuals they work with.    **8. Health and Safety**  It is the responsibility of every employee to co-operate with their employer to ensure  the effective discharge of health and safety responsibilities. As an employee  supporting/caring for service users you are expected to:   * Undertake health & safety training and promote a positive and pro-active health and   safety culture and undertake necessary health and safety training, to include  undertaking Train the Trainer Administration of Medication training in order to train  the workforce in safe administration and storage of controlled drugs   * Ensure you are familiar and comply with the Council’s health and safety policies   and procedures - this will include being fully responsible for vehicle safety checks  and robust risk management in the deployment of workers using transport to assist  people to access the service or community activities.   * Ensure that risk assessments in accordance with Council procedures are   undertaken to reduce risks to a level that is as low as is reasonably practicable.  This must consider hazards to both employees, clients and others who use our  services   * Follow all appropriate safety instructions and use safety equipment provided and   ensure your work is carried out with due regard for the health and safety of yourself  and others (employees, service users, carers, public etc.);   * Be aware of safety requirements of individual service users and share knowledge   across the team you have responsibility for   * Conduct monitoring and proactive inspections of the workplace for which you have   responsibility for: ensure that service users, staff and contractors working on your  site are supported to ensure their health, safety and wellbeing   * Support your line manager in the delivery of good health and safety practice and   the minimising of risks and ensure you draw to managers attention health and  safety problems you may have about particular situations or individuals or  deficiencies in the workplace;   * Ensure any practice which may threaten the health, safety and well-being of service   users is brought to the attention of management: (accidents, incidents and near  misses) must be reported with a view to preventing a recurrence.  The nature of this post will require flexibility to meet service needs as they arise which  may include some work outside normal office hours including responses to  emergencies.  The job description is not intended to be exhaustive. The post holder will be expected  to adopt a flexible attitude to the duties which may have to be varied after discussion,  subject to the needs of the service and in keeping with the general profile of the post.  The post holder will be based in an agreed service location within Oxfordshire's  Community Support Service with flexibility needed to move between the service  functions should the needs of the service require this.  From time to time you may be asked to work at a different base to cover operational  Needs.  Oxfordshire County Council is re-organising office accommodation across the county,  and the location of this post may change. The successful applicant for this position  will be kept informed by his/her line manager of any proposed change in location. |

# Section B: Selection Criteria

This section provides a list of essential and desirable criteria that detail the skills, knowledge, behaviours, qualifications and experience that a candidate should have in order to perform the job. The selection criteria provide a list of essential (no more than 8-10) and desirable criteria (no more than 4).

Each of the criteria listed below will be measured through the application form (A) and optionally - a test / exercise (T), an interview (I), a presentation (P) or documentation (D). You must provide a supporting statement as part of your application which includes examples and evidence of when you have demonstrated the criteria listed below. You will be expected to address each point separately and in the order listed. If you do not complete a full supporting statement in the requested format your application may be rejected.

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| Essential Criteria | Assessed By: |
| 1. Educational achievements, Qualifications and Training | * Excellent literacy, numeracy and IT skills * A proven record in effective management of a team   (A, I, D) |
| 2. Experience, Knowledge, Understanding and Skills | * Significant experience of working with people with a   learning disability and/or Autism, physical disabilities  or ageing health needs or in another relevant social  care setting   * Understanding of current developments and relevant   legislation in the field of learning disability   * Experience of managing and leading a team * Ability to work as part of a multi-disciplinary team   and independently   * To have a comprehensive knowledge ofAdult   safeguarding and Vulnerable Adult policy guidance  within the organisation   * Demonstrable understanding and commitment of   Health & Safety   * Strong engagement skills with stakeholders * Understanding of person centred planning and   individual support, developing and implementing  support plans   * Experience of liaising and working effectively with   clients, their families/carers, other professionals and  agencies to achieve the best outcomes for people   * Experience of working successfully within agreed   targets including safeguarding timeframes.   * Evidence of demonstrating and champion evidence-   based practice.   * Ability to draw upon and promote professional values   and ethics.   * A high level of interpersonal and communication   skills.   * Skills in record keeping and report writing in line with   Departmental requirements and ensure that records  are sufficiently robust to withstand legal challenge.  (A, I, D) |
| 3. Management of People and Personal Qualities | * Ability to operate in a climate of change and to   embrace new ways of thinking and working   * Stays calm under pressure * Able to work as part of a team as well as on own,   using initiative   * Accepts and responds to constructive feedback * Highly organised with a solutions focused, logical   and innovative approach to challenges   * Is prepared to constructively challenge assumptions   in decision making, seeking other people’s views and  opinions   * Considers the impact on others when making   decisions   * Is available and approachable and takes time to   consult and communicate with sensitivity and  understanding   * Ability to positively and clearly communicate to a   wide range of people   * Actively supports and contributes to the flow of   communication through the organisation   * Prioritises clearly and appropriately in order to meet   agreed targets and deadlines   * Supports the team to deliver against service plans   (A, I, D) |
| 4. Strategic Awareness | * Awareness of and ability to articulate the broad   organisational goals and outcomes  (A, I, D) |
| 5. Equal Opportunities | * Commitment to and understanding of the principles   of Equal Opportunities for all in employment and  the delivery of services   * Acknowledges, respects and responds to individual   differences and diversity requirements  (A, I, D) |
| 6. Special Requirements | * Satisfactory Disclosure and Barring Service   (DBS) check   * Ability to support people in accordance with OCC's   Moving and Handling procedures   * Non smoker at work in accordance with OCC policy * Ability to travel to and access a variety of   premises   * Flexibility in working arrangements/hours to meet   operational requirements including responding to  emergencies.  (A, I, D) |
| Desirable Criteria | Assessed By: |
| 1. Educational achievements, Qualifications and Training | * ILM 3 or equivalent * Endorsed Practioner for Intensive Interaction   (A, D) |
| 2. Experience, Knowledge, Understanding and Skills | * Experienced in storage, administration and accurate   recording of medication in accordance with policy  and procedure   * Good report writing skills * Experience of financial management and budgeting   on a small scale  (A, I, D) |
| 3. Strategic Awareness | * Ability to identify whole system problems and   propose solutions  (A, I, D) |

# Section C: Pre-employment Checks

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates. Further information can be found here [Pre-employment checks](https://www2.oxfordshire.gov.uk/cms/content/support-attending-interviews)

Additional pre employment checks specific to this role are identified below (those ticked).

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|  | Enhanced Disclosure and Barring Service check with Children’s and Adults Barred List |  | Enhanced Disclosure and Barring Service check without [an Adult/Children’s barred list check](https://intranet.oxfordshire.gov.uk/cms/content/safer-recruitment-and-disclosure-and-barring-service-checks#enhanced-dbs-check-without-an-adult-childrens-barred-list-check) |
|  | Enhanced Disclosure and Barring Service check with Children’s Barred List |  | Enhanced Disclosure and Barring Service check with Adults Barred List |
|  | Standard Disclosure and Barring Service check |  | Basic Disclosure |
|  | Disqualification for Caring for Children (Education) |  | Overseas Criminal Record Checks |
|  | Prohibition from Teaching |  | Professional Registration |
|  | Non police personnel vetting |  | Disqualification from Caring |

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|  | Other (please specify): |

# Section D: Working Conditions

This is a guide to the working conditions and the potential hazards and risks that may be faced by the post-holder.

## Health and Safety at Work

You are responsible for your own health, safety and wellbeing, and undertaking health and safety duties and responsibilities for your role as specified within Oxfordshire County Councils Health and Safety Policy.

The potential significant hazard(s) and risk(s) for this job are identified below (those ticked).

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|  | Provision of personal care on a regular basis |  | Driving HGV or LGV for work |
|  | Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects |  | Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or a council vehicle for work purposes) |
|  | Working at height/ using ladders on a regular/ repetitive basis |  | Restricted postural change – prolonged sitting |
|  | Lone working on a regular basis |  | Restricted postural change – prolonged standing |
|  | Night work |  | Regular/repetitive bending/ squatting/ kneeling/crouching |
|  | Rotating shift work |  | Manual cleaning/ domestic duties |
|  | Working on/ or near a road |  | Regular work outdoors |
|  | Significant use of computers (display screen equipment) |  | Work with vulnerable children or vulnerable adults |
|  | Undertaking repetitive tasks |  | Working with challenging behaviours |
|  | Continual telephone use (call centres) |  | Regular work with skin irritants/ allergens |
|  | Work requiring hearing protection (exposure to noise above action levels) |  | Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres) |
|  | Work requiring respirators or masks |  | Work with vibrating tools/ machinery |
|  | Work involving food handling |  | Work with waste, refuse |
|  | Potential exposure to blood or bodily fluids |  | Face-to-face contact with members of the public |

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|  | Other (please specify): |

**Agile Working**

All staff may be required to work from a different base or in a different location at some point in the future in line with any Council or school needs.  Such changes will be made after proper consultation and shall be deemed to be reasonable after taking into account any personal requirements.