Job Description:
Deputy Team Leader, Young People’s Service

Your job description is in 2 parts. This first page applies to ALL staff who work at the Aldingbourne Trust. The 3 levels (basic, stretch & magic) are our framework for providing the best support, whatever our jobs.

Magic - making a big difference

• Actively supporting people with their dreams/wishes/potential - thinking beyond today
• Coaching others
• Learning from & celebrating success

Stretch – developing yourself

• Self development - a willingness to step outside of your comfort zone
• Learning/questioning/finding out - are there better ways of doing something?
• Working with others in a mutually supportive, professional manner - not just the usual suspects - knowing your local community, linking people with learning disabilities, colleagues & volunteers to improve opportunities, contacts, networks & results
• Actively seeking, hearing & acting on feedback
• Challenging complacency & poor performance
• Reviewing/planning/ your own work & doing what you say you will
• Sharing your skills/coaching others across the Trust
• Supporting change, able to identify & overcome barriers

Basics – the fundamentals, these must happen

• Understanding & actively supporting the Trust’s values, aims & policies through your own actions
• Supporting people to become as independent as possible. Demonstrating genuine respect for people with learning disabilities, keeping people, places & items safe, using risks as opportunities
• Listening, respecting other viewpoints. Maintaining confidentiality
• Self awareness - mutually supportive relationships, dealing with stress, taking holidays, not building up lieu time, asking for advice and/or support
• Good time keeping, attendance & reliability. Sharing information & your views, suggestions/concerns. Communication & paperwork up to date & accurate, courteous, accurate & concise
• Being a role model - you aren’t expected to be perfect, but you are expected to act with integrity within and outside the Trust
• Spending wisely, stopping and reducing waste.

This section of your job description is specific to your job role. We think every job has some fundamental skills which fit with what we believe people need to be good at in order to provide the best support.

<table>
<thead>
<tr>
<th>Risk taker:</th>
<th>Networker / Bridgebuilder:</th>
<th>Coach:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Risks seen as opportunities &amp; threats. Gets basics right – e.g. medication, safeguarding, health &amp; safety.</td>
<td>Knowing who can/will fulfil needs outside of the “usual suspects”. Asks, seeks, finds out. Familiarity with Trust vision &amp; values.</td>
<td>Supporting people to take responsibility and action, encouraging free thinking, listening &amp; questioning skills, non-judgemental</td>
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<table>
<thead>
<tr>
<th>Support provider:</th>
<th>Teacher:</th>
<th>Adventurer:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Arranging support, clear plans, outcomes, monitoring, admin &amp; organisational skills, meeting regulatory requirements</td>
<td>Learner centred, understanding of pace, resources and learning. Not prepared to give up. Will try different approaches.</td>
<td>Creative, beyond status quo, able to step out of comfort zone, listening, understanding people, overcoming resistance &amp; complacency</td>
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<tr>
<th>Mediator:</th>
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<tbody>
<tr>
<td>Advocating, listening, moving out of “I know best culture”. Resolves conflict, does not avoid conflict</td>
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</table>
Detail of your job description

Project: Young People’s Service

Job Title: Deputy Team Leader

Work Location: Southsea, Portsmouth

Directly responsible to: Team Leader, Young People’s Service

Overall responsible to: The Managing Director, The Aldingbourne Trust.

General purpose:

The Deputy Team Leader is responsible for working with the Team Leader to manage and develop the Young People’s Service, enabling its tenants to safely live the lives they choose, while developing their own independence within the two years that they are supported here.

You are expected to help the Young People’s Service meet the requirements of the Care Standards Act and Regulations, ensuring the services meet the standards set out by the Care Quality Commission and other legal requirements including Portsmouth’s Safeguarding policies.

To do this you will manage and work as a team with staff, tenants, care and other agencies to ensure that the emotional, medical and material needs of tenants are recognised, assessed and met and to enable each tenant to achieve their full potential.

Main duties:

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<th>Support Provider</th>
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<tr>
<td>• To deputise for the Team Leader and assist with team management and the administration of the services, e.g. organise rotas, maintain staff sickness and holiday records, petty cash, etc.</td>
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<tr>
<td>• To encourage tenants to be involved in making decisions and giving feedback about the services they receive.</td>
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<tr>
<td>• To meet the requirements of regulatory authorities to ensure the project maintains its status as a supported living and domiciliary agency via:</td>
</tr>
<tr>
<td>• the statement of purpose is achieved</td>
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<tr>
<td>• policies and procedures are implemented</td>
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<tr>
<td>• each tenant has a written contract/statement of terms and conditions and that the terms of the contract/statement are fulfilled</td>
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<tr>
<td>• each tenant has a written tenancy agreement and that the terms of the agreement are fulfilled</td>
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<td>• Ensure best practice in comprehensive support planning and ensuring plans are kept up to date.</td>
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<tr>
<td>• Manage a budget &amp; ensure appropriate financial controls &amp; systems are in place.</td>
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<tr>
<td>• Use of IT to report on key performance indicators, knowledge of word, excel, e-mails, for good record keeping for tenants.</td>
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<tr>
<td>• Manage and provide timely and accurate information for payroll, monthly returns, statutory returns &amp; the Trust’s quality management systems</td>
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<tr>
<td>• To be flexible to meet the needs of the people we support and the project.</td>
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<tr>
<td>• To work as part of the rota and be prepared to carry out on call duties as required.</td>
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</table>
Teacher

- To ensure all staff who work for the project embrace person centred approaches and positive outcomes are achieved.
- Ensuring people with learning disabilities understand their rights and responsibilities and are supported to undertake an active role in making decisions about their support.
- Ensure staff provide support in accordance with agreed plans & Trust policies & values
- Support all staff to meet all CQC requirements & relevant legislation

Mediator

- To work effectively with the Team Leader and Residential Services Manager in reviewing, planning and developing the service.
- To support the Team Leader to assess budget requirements and ensure that spending remains within agreed budgets.
- Ensure excellent communication takes place between tenants, staff, parents & carers and care professionals.
- Identify & manage any conflict, deal with any concerns/complaints in a professional & timely manner.

Adventurer

- To identify opportunities that will enable your tenants to become as independent as possible within three years.
- To be familiar with and to implement and promote the principles of valuing people and the Reach standards.
- To oversee the implementation of effective person centred approaches.
- To ensure tenants participate in activities appropriate to their living environment, eg, cooking, laundry, etc.
- Implement & monitor appropriate performance measures for staff
- Develop staff through induction, regular training, supervision and annual appraisals
- Ensure training needs are identified & met
- Ensure you maintain a programme of continuing professional development, effectively participating in training, seminars, networks & seminars. Regularly reflect upon your contribution to the Trust’s work & ensure your project lives a culture of continuous improvement
- Use action learning to overcome challenges and issues as a group.

Risk Taker

- Risk taking in this context is about trying new approaches, not about risking the project, its tenants, staff or volunteers.
- To work with the Team Leader and tenants to select new staff using the recruitment and selection pack.
- Ensuring that there is adequate staff cover via a rota.
- Taking responsibility for implementing health and safety procedures and ensuring records are maintained, eg, fire safety, first aid, risk assessments, etc.
- Contribute to new ideas & projects to achieve successful implementation
- Ability to step out of comfort zone, to explore & consider innovative approaches to meet the Trust’s objectives
- Consider the use of assistive technology in enhancing support
- Promote the Aldingbourne Trust as an employer and service provider of choice
### Coach

- To ensure the staff are working as a team and are kept well informed.
- Enabling tenants to identify how they can develop their own skills, knowledge and independence.

### Networker / Bridgebuilder

- To promote relationships which enable tenants to integrate into the life of their community and ensure assistance is provided where needed.
- To promote opportunities and engagement based on peoples’ person centred plans.
- To promote healthy lifestyles and wellbeing, ensuring access to community and specialist health services.
- To effectively participate in staff meetings, training courses and seminars, including service reviews, meeting Skills for Care specifications and updating knowledge, skills and competence.
- To attend and represent the services at meetings both external and internal to the Aldingbourne Trust.

### Additional Duties and requirements:

- You will be required to complete any other reasonable duties commensurate with the post.
- This post is a regulated activity. As the post holder, you will be expected to undertake a DBS check, at enhanced level and against the Adult Barring List. Regulated activity (adults) as defined by the Safeguarding Vulnerable Adults Groups Act 2006 from 10th September 2012, for the purposes of this post are: providing personal care, assistance with general household matters, conveying people. We have assessed this post and are satisfied that it is reasonable and likely that the post holder will be required to engage in any or all of these regulated activities.
# The Person Specification: Deputy Team Leader, Young People’s Service

## Essential:

- Excellent communication and listening skills.
- A commitment to the principles of people with learning disabilities having human rights, and an emphasis on positive outcomes for people.
- A commitment to developing staff as individuals and on a team basis.
- A working knowledge of health and safety legislation and the ability to maintain a healthy and safe working environment.
- A working knowledge of the CQC standards and the ability to develop and maintain a service that meets them.
- Excellent written, numeracy and IT skills.
- An ability to manage yourself and others in terms of your time, admin, planning, personal organisation and practical arrangements.

## Desirable:

- Experience of managing people.
- Experience of managing a budget.
- Experience of supporting people who have a learning disability.

## Last Updated:

November 2014
Terms and Conditions: Deputy Team Leader, Young People's Service

- The contractual hours for this post are 37.5 hours per week
- Salary - £16,662 - £19,045 (starting salary dependent on your skills and experience)
- Sleep in payments.
- Pension: The Aldingbourne Trust offers a contributory pension scheme.
- Life Assurance: 2 x your annual salary
- Annual leave: 33 days in each year including Bank Holidays. 1 extra day per annum after 5 years of service, up to a maximum of 5 extra days after 10 years, pro rata for part time staff
- Sick leave: 2 weeks per annum, after 1 month service pro rata for part time staff.
- Emergency Family/Carers leave: up to 6 days per annum pro rata for part time staff.
- Childcare and Bicycle voucher schemes
- Counselling Service