

Team Leader, Regulated Services

Job Level	Level 3	Job Reference No:	
		Role review date:	
Directorate	UK Operations	Function	Health & Care Scotland
Service	Health	Reports to:	Operations Manager

Scale and scope of role

Direct reports	Up to 3	Indirect reports	Up to 20
Budget responsibility/ accountability	None	Accountable for other resources	None

Context

We help anyone, anywhere in the UK and around the world to get the support they need if crisis strikes connecting human kindness with human crisis.

We enable vulnerable people in the UK and abroad to prepare for and withstand emergencies in their own communities. And when the crisis is over. We help them to recover and move on with their lives.

We are part of the Red Cross and Red Crescent global humanitarian network.

Our Values and Principles

Our values (compassionate, courageous, inclusive and dynamic) underpin everything that we do. As a member of the Red Cross and Red Crescent Movement, the British Red Cross is committed to, and bound by, its **fundamental principles**: humanity, impartiality, neutrality, independence, voluntary service, unity and universality.

Diversity

At the British Red Cross, we are looking for the right people to help us provide support to millions of people affected by crisis. We want our team to reflect the diversity of the communities we serve, offering equal opportunities to everyone regardless of age, disability, gender reassignment, marriage and civil partnerships, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.

Diversity is something we celebrate, and we want you to be able to bring your authentic self to the British Red Cross. We want you to feel that you are in an inclusive environment, and a great position to help us spread the power of kindness.

Purpose of the role

The Team Leader will be responsible for ensuring the delivery of a high quality of service and ensuring that the service is delivered in line with the Health and Social Care Standards, the Scottish Social Services Council (SSSC) Codes of Conduct, British Red Cross policies, procedures and practice guidance, reflecting current legislation and best practice.

They will manage the practice of individual senior practitioners and support workers by conducting formal supervision on a one-to-one basis at an agreed frequency, conducting individual annual performance appraisals and monitoring on-going staff practice through use of direct observations, audit tools and service user feedback mechanisms.

The team leader will manage the delivery of the service within agreed staffing and budgetary levels.

Key responsibilities

Manage Service Performance

- Conducting formal supervision of staff members at a regular frequency, ensuring that a written record of issues discussed, and actions agreed is maintained.
- Providing feedback to individual staff members and to the staff team on their social care practice.
- Monitoring the performance of staff using audit tools including direct observation, supporting staff members to work towards continuous improvement of their practice.
- Managing the staff rota, ensuring appropriate staffing levels are in place to respond to planned and unplanned demands.
- Ensuring that a clear work-plan is in place reflecting the needs of service users.
- Supporting and supervising social care students on placement within the team.

Planning and Managing Support Plans

- Working with the Operations Manager to ensure that new referrals to the service are accepted within timeframes , and that staff are identified for each service user
- Ensuring each service user has an individual Support Plan
- Ensuring support planning and written communication in relation to service users' needs are maintained in line with policies and procedures.
- Support staff to prepare reports and present them at service users reviews and case conferences.
- Ensuring effective joint working takes place between BRC staff and staff of other agencies and disciplines.
- Ensuring that staff performance meets the National Care Standards and SSSC Codes of Practice.
- Ensuring feedback from service users is responded to and is used to improve the quality of the service provided.

Monitoring, evaluation and development of the services

- Consulting with colleagues through preparation for and attendance at senior staff and multi-disciplinary meetings.

- Promote communication between social care staff and senior managers.
- Regularly audit support plans to ensure that they meet the agreed standards.
- Ensure service user feedback is sought by the team, involving independent advocates where the service user wishes.
- Participate in shaping and implementing change in services and systems in line with current thinking and good practice guidance.

Leadership Behaviours

- Authentic, consistent and honest leader.
- Actively listens and allows others to be heard.
- Adaptable to changing needs, pressures and opportunities
- Empowers others based on their skills and expertise.
- Dynamic, inclusive, compassionate and courageous.

Team Leader

- All team members understand their responsibilities and objectives.
- All resources involving staff are managed in accordance with BRC policies and procedures.
- All staff are kept informed of all relevant organisational plans and updates on development.
- Team ideas and comments are communicated and forwarded appropriately.

Team Member

- Actively participates in all team meetings.
- Supports other team members
- Works and behaves in accordance with all BRC policies, procedures and in line with our Values in Action.
- Upholds the fundamental principles of the Red Cross and acts with integrity, in accordance with the Society's values (inclusive, compassionate, courageous and dynamics)

The duties and responsibilities described are not a comprehensive list and additional tasks may be assigned from time to time that are in line with the level of the role.

Pre-engagement checks

Criminal Records

Type of criminal record checks required for this role:

Scotland
<ul style="list-style-type: none"> • Protecting Vulnerable Groups (PVG) – Adult

Drivers Check - Required – Yes

Person Specification

Requirements	Evidence obtained through Shortlisting (S), Interview (I), Assessment (A)		
<p>Knowledge and Skills</p> <p>Essential</p> <ul style="list-style-type: none"> - Understanding the care needs and expectations of people and their family carers - Organisational skills – planning, managing and monitoring own and others’ workloads. - Time management skills – responding to and prioritising a range of competing demands. - Excellent communication skills – both written and oral, including public speaking and presenting with confidence. - IT literate. Experience of using Microsoft 365 applications including Outlook, Excel, PowerPoint, Word and Teams as well as using online management systems. - A commitment to adhere to the SSSC Codes of Conduct <p>Desirable</p> <ul style="list-style-type: none"> - SVQ Level 4 in Care or achievement of this within the period specified by the SSSC at the time of registration - Knowledge of community care resources in the local area to enable signposting - Management and leadership experience 	<p>S</p> <p>S</p> <p>S</p> <p>S</p> <p>S</p> <p>S</p>	<p>I</p> <p>I</p> <p>I</p> <p>I</p> <p>I</p> <p>I</p>	<p></p> <p>A</p> <p></p> <p>A</p> <p></p> <p>A</p>
<p>Experience</p>	<p>S</p>	<p>I</p>	<p>A</p>
<p>Essential</p> <ul style="list-style-type: none"> - Preparing and updating support plans - Supporting people who have personal care and other support needs, using a person-centred, outcome focussed approach 	<p>S</p> <p>S</p>	<p>I</p> <p>I</p>	<p></p>

<ul style="list-style-type: none"> - Assessment and management of risk in a work setting - Working in a Multi-disciplinary team approach - Preparing written records and reports <p>Desirable</p> <ul style="list-style-type: none"> - Conducting supervision as an essential part of accountable, safe and effective practice - Presenting information and participating in meetings 	S S	I I I	
Additional requirements			
<p>Essential</p> <ul style="list-style-type: none"> - Ensures inclusive practice, challenges discrimination and promotes diversity in line with our Equality, Diversity and Inclusion (EDI) policy. - A willingness to work flexibly in accordance with the pattern set out in the duty rotas in place - Willingness to participate in the Duty Manager rota - Registration with SSSC - Ability to travel across the area <p>Desirable</p> <ul style="list-style-type: none"> - Due to the specific requirements of this role, there is a need to visit various locations, some of which may be remote with no access to public transport, therefore you must have access to a vehicle which you are willing and able to use in conjunction with your duties or be eligible for transportation via the Access to Work Scheme 	S S S S S	I I I I	
Values in Action			
<p>Dynamic - We move forward as one team.</p> <ul style="list-style-type: none"> - Every day, we're adapting, innovating and learning. - When the unexpected happens, we are calm, quick and efficient. - We respond smartly, using clear processes and systems. <p>Compassionate - We stand for kindness.</p> <ul style="list-style-type: none"> - People come first, no matter who or where they are. - We have genuine, open-minded conversations. - Together, we're a united force for good. <p>Inclusive - We are open to all.</p> <ul style="list-style-type: none"> - We treat each other with dignity and respect. - Every person's uniqueness is valued, supported and celebrated. - Our individual backgrounds and experiences make our organisation stronger. 			

Courageous - We are bold.		
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| <ul style="list-style-type: none">- We show our strength by doing the right thing.- We aren't scared to test our creative ideas.- As humanitarians, we go the extra mile to help people in crisis | | |
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We guarantee an interview to disabled candidates (as defined in the 2010 Equality Act), who meet the minimum shortlisting criteria in the advertised person specification and apply under the disability confident scheme.