

Job Description

Being a Team Leader at Aspire Support Ltd is sometimes demanding but always hugely rewarding for those with passion, drive and commitment to improve the lives of people with a learning disability.

Purpose of Role

The primary role of a Team Leader at Aspire Support is to directly support our customers, people with a learning disability. You will work with our customers to help them live a happy and fulfilled life and one that is as independent as possible. You will support them to develop positive relationships and to be an equal and valued member of their local community. You will also lead a team of support workers, supporting the individual development of those who work under you. You will deputise for the Registered manager when they are not available, liaise with health and social care professionals. Undertake social care assessments and develop, review and maintain client files, including care plans and risk assessments. You will have some budgetary management responsibility and will be required to undertake on-call duties as part of a pre agreed on call rota.

You will need to be prepared to work flexibly over a 7 day period.

The role has responsibilities that focus on two areas:

Quality

You work effectively to provide individualised, outcome-focussed support to your customers. You enable them to lead their lives as independently as possible. You will monitor and assess the delivery and quality of outcome focused support plans, review these with the person being supported, their families and other health and social care professionals. You will act as an advocate for the person being supported.

Relationships

You work collaboratively, positively and widely with colleagues, customers and stakeholders. You promote and secure Aspire's reputation and influence within the local area. You will build trust and respect within your team and ensure you provide leadership through example and support those who work under you to deliver a person centred support package.

Main responsibilities:

- Ensures the customer is at the heart of everything we do.
- Enables our customers to carry out the tasks involved in their daily life. This may include things like supporting people with managing their finances and their home, domestic tasks, meal preparation, medication administration, shopping, attending medical and routine appointments, personal care (eg washing, bathing, shaving, going to the toilet).
- Keeps accurate records, carrying out all recording and reporting in a person centred, factual manner.
- Develops the service and themselves through service reviews, performance management processes, staff meetings and learning and development opportunities.
- Raises appropriate and important issues or concerns in a timely manner with your line manager, suggesting ways in which they could be addressed.
- Works safely and ensures contractual and regulatory compliance so our customers can trust, feel safe and have confidence in the support we provide.
- Manage your team, by monitoring their performance via appraisals, team meetings and reviews. You will support staff induction and facilitate staff training.
- Undertake social care assessments, write support plans and risk assessment and keep these documents under review, working alongside the registered manager.
- Develop and manage rostering of staff to ensure all services that you are responsible for as always adequately staffed.

Relationships:



- Supports customers to be as active as they want to be in their local community, encouraging them to try new things and doing the things they really want to do. Activities they may choose can be wide ranging from trips out to places of interest, visits to family and friends, leisure facilities, clubs or college.
- Together with the customer, regularly review and update their support plan, ensuring it is centred on their needs and aspirations
- Hold monthly team meetings
- Undertake staff supervisions and appraisals
- Build good relationships with family and external professionals.



To be considered as a Support Worker we expect you to share and demonstrate our values.

Transparency
Curiosity
Modesty
Collaboration

In addition to our values, you will also need to be able to demonstrate or tell us about the following areas at your interview.

Requirements	Essential/Desirable
Excellent interpersonal skills, with the ability and confidence to generate and build effective relationships with colleagues, customers and stakeholders	Essential
Basic IT literacy and numerical skills	Essential
Supporting people with dignity and respect	Essential
Takes responsibility for their own development	Essential
Initiative and confidence to make decisions	Essential
Ability to work calmly , efficiently and accurately under pressure	Essential
Confidence to speak out for yourself and for others	Essential
Experience	
Experience of supporting people	Essential
Knowledge	
Knowledge about Learning Disability	Essential
Knowledge about ASC	Essential
Knowledge about Care Quality Commission and care standards	Essential
Knowledge about MCA and Dols	Essential
Other	
Willingness to undertake training and personal development activities as required	Essential
Ability and willingness to travel to different work locations	Essential
Educated to GCSE level, or equivalent, in Maths and English	Desirable
Social Care qualification	Desirable
Holds a valid, clean driving licence and has own transport	Essential

A list of key activities applicable to the role will form part of the induction and ongoing performance management process. You may be expected to manage / supervise and /or support volunteers whilst undertaking your duties