



Your job

Job Title: Team Leader

Service: Housing with Care – Supported Living

Grade: 7

Reporting to: Registered Manager

Supported Living Services is a service that Supports Customers with Learning Disabilities in their own Homes within the community. The service provides 24 hour support to individuals in a variety of housing models dependent upon individual need.

We are part of Wigan councils Adult Services in Peoples Directorate, we use an asset based approach and expect our employees to display our Team Wigan behaviours. As a Team Leader you will be a role model for staff and lead your teams by example. You will quality assure your services and be expected to deliver a high standard of care and support. Deliver an effective performance management culture, driving continuous service improvements and challenging poor practice when required to do so.

You need to be flexible, motivated and have a willingness to work hard. You will need to support staff through My Time and My Time Extras to encourage Customers to realise their goals and aspirations by increasing independence and encouraging customers to use and develop their Skills and Assets to develop strong links within their community. The post will require you to work weekends, bank holidays and undertake on-call duties as and when needed.

Mandatory Statement

The Council is committed to complying with European General Data Protection regulations (GDPR) and meeting the requirements of the

Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection regulations.

Wigan Council is an active, strong, and committed corporate parent. As a priority, all employees have a responsibility towards the children we look after and care leavers, not just those employed by the Children's Directorate.

In this job you will:

On an ongoing basis you will:

- Provide effective leadership ensuring high quality service delivery on a day to day basis through the direct line management of front line staff.
- To support the leadership to ensure safe, effective, caring, responsive and a well lead Service.
- To Develop and implement agreed support plans and positive risk Assessments to encourage best use of individual assets and to build skills and independence in local communities.
- To support scrutiny and monitoring of service quality ensuring that all regulatory and best practice standards are met, contributing to and developing quality assurance systems required.
- To support and develop a highly skilled, competent, consistent and committed workforce in line with the Asset based conversations in accordance with the principles of Progress with Unity.
- Support Staff teams to help communities come together, nurture and invest in positive relationships with Customers, Families and encouraging co-production with other professions to achieve agreed outcomes.
- To ensure safeguards are in place to protect the vulnerable people, and there is a robust application of Safeguarding policies and procedures.
- Undertake reviews, team meetings, my time and my time extras as and when appropriate to do so, encouraging staff to actively promote their own skill base and development.

- Effectively manage the Rotas to address reductions and meet saving targets.
- Embed a wellbeing culture across your service areas, ensure sickness absence management principles are applied and deliver improved outcomes.
- Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules

In this job you will need:

You must be able to demonstrate the following essential requirements:

- Excellent communication skills, both oral and written and can be delivered to a wide range of audiences.
- The ability to support change management, ensuring that staff are consulted, empowered, valued and Motivated
- Good knowledge and understanding of relevant legislation and best practice guidance within Adult Social Care. An understanding of statutory and operational issues.
- A significant level of experience in leadership and management of staff, working within an adult social care service and a willingness to undertake continuous professional development.
- Ability to work on your own initiative, evaluate and exercise sound judgments before reaching decisions in a fast paced service.
- The ability to be able to respond calmly to crisis situations
- The ability to be flexible and adaptable to respond to the needs of the service
- Demonstrate a genuine commitment to Adult Services and a passion for delivering Person Centred services in accordance with Progress With Unity.
- An awareness and understanding of procedures, standards and quality frameworks within Supported Living Services.
- The ability to manage budgets and other resources.
- Good knowledge of I.T. systems

Our Culture

For us, it's not just about all we achieve as an organisation, but how we do it. Therefore, all employees are expected to display our **TeamWigan** behaviours.

Be Positive	“ Take pride in all that you do and support and develop yourself and others. ”
Be Accountable	“ Be responsible for making things better, enabling change and supporting improvement. ”
Be Courageous	“ Be open to doing things differently and working collaboratively with others. ”
Be Kind	“ Be helpful, generous and thoughtful towards yourself and others. ”