



Job Description and Person Specification
Team Leader
ZB005

Job Title: Team Leader

Location: Kingswood, Surrey

Hours Available: Part-time – 28 hours per week

Regular Term Time Shift Pattern:

Monday: 6:30am until 10:30am (4 hours) and 15:30 until 19:30 (4 hours);
Tuesday: 6:30am until 10:30am (4 hours) and 15:30 until 19:30 (4 hours);
Thursday: 6:30am until 10:30am (4 hours);
Friday: 6:30am until 10:30am (4 hours) and 15:30 until 19:30 (4 hours)

School Holidays Shift Pattern

Up to 5-days per week to be covered by the team – 10 hours per day.

Employer: Appointed Property and Financial Affairs Deputy

Line Manager: Zoe Biginton, Ben Holden Ltd Case Manager

Pay:

- £18.50 per hour for weekday hours
- £19.50 per hour for any weekend hours
- Time plus ½ for bank holiday hours

Any Occupational Restrictions?

None

About the Role

J has benefitted support from an Outreach service to date. He has formed excellent relationships with his support workers from this service, evidencing he is now ready for a greater level of support. We are therefore recruiting a team of 3 staff who can offer support before and after J goes to school, due to his moving and handling needs this will be provided on a 2:1 basis, with a Team Leader to oversee the day to day management.

J is a 12-year-old young man who lives in an adapted property with his mother and older sister

J has cerebral palsy and dystonia, he is dependent on a gastrostomy tube to meet his nutrition and hydration needs and is a full-time wheelchair user, meaning that he is hoisted for all transfers. He requires 24-hour postural management and is doubly incontinent.

J communicates by eye pointing, and use of eye gaze. He can be hypersensitive to noise and will spasm and jump. J is highly observant and understands spoken language well. He enjoys “people watching.

J also enjoys being out in his garden, watching sport on the TV, arts and crafts, baking and being read to. He enjoys sensory activities such as kinetic sand, bubbles, and relaxing with lights on in the evening.

The Roles and Responsibilities of the job:

The Team Leader will be expected to work as part of the support worker team for 24 hours per week.

- Supporting with personal care;
- Supporting with nutrition, hydration and medication via gastrostomy;
- Managing dystonia on both a day to day and in an emergency;
- Administered medication both daily and PRN (as required);
- Supporting with communication and use of a communication aid;
- Supporting with moving and handling and keeping safe;
- Supporting to play and relax.;
- Supporting to follow therapeutic programmes designed to promote his independence with activities of daily living, mobility, and communication;
- Supporting with appropriate leisure and play activities;
- Driving wheelchair accessible vehicle
- Maintaining a safe environment;
- Keeping living areas clean and tidy. Light Laundry.
- Safeguarding and promoting client wellbeing;
- Keeping accurate and honest records of care and support provided.

In addition, admin time is allocated to the Team Leader who will have extra responsibilities for the management of the staffing team, ensuring a high standard of care is being provided and acting as the key contact for the Case Manager.

- Act as a role model for the other staff;
- To be responsible for maintaining the team rota, ensuring that annual leave and sickness is managed and there is sufficient cover to meet J's needs;
- Be responsible for checking staff timesheets monthly and ensuring staff are meeting their contractual obligations, including following the correct absence management procedures;
- Be responsible for communicating with J's mother to maintain health and safety in the home, including overseeing the completion of associated audits, co-ordinating regular equipment servicing and maintenance and reporting any issues swiftly;
- To communicate with J's mother to manage therapy and health appointments as required;
- Oversee the safe management of the client's medication;
- Work with the case Manager to maintain accurate care plans supporting the staff to work in a safe and person-centred way;



- Meet with the staff regularly, to provide supervisions and assist with the planning of team meetings;
- To be the main point of contact for the Case Manager or other therapists;
- To keep accurate records, including using the electronic care plan, and supporting other staff with this; IT skills are essential.

Pay and Other Benefits:

We are a Case Management company, commissioned to provide supervision and management to staff who are employed by the person they work for. When you join a team working with Ben Holden Ltd, you will receive excellent support from a specialist Case Manager and Registered Manager, access to exceptional training to develop your professional knowledge and expertise, and the benefit of forming a meaningful relationship with the person you will be working with, to make a real difference to their life.

- £18.50 per hour weekdays
- £19.50 per hour weekends
- Enhanced rates for Bank Holidays
- 5.6 weeks annual leave per annum (pro-rata)
- Employer Sick Pay
- Pay to attend supervision and training
- Mileage rates for use of your own vehicle
- Access to Ben Holden Ltd employee assistance programme
- Access to Ben Holden Ltd discount scheme

The Work Environment

The support team will be required to build a relationship with all family members as they will be frequently present in their home.

Smoking or vaping are not permitted in the home environment.

J has access to his own vehicle and would benefit from Support Workers willing to drive him in this.

Confidentiality:

The ability to respect the privacy of J is fundamental to this position. All matters relating to their condition are to be treated as confidential and are not to be disclosed to a third party. As this employment is based in the private home it is inevitable that on occasion the support workers will become privy to certain matters relating to the personal life and business affairs of the family. These too should be treated with the utmost confidentiality and, wherever possible, the support workers should avoid coming into contact with the family's personal belongings and correspondence.

Person Specification:

Applicants are invited who can fulfil the following criteria:

Area	Essential?	Desirable?
Skills		
Effective communication skills, written and verbal.	Yes	
Ability to use IT for record keeping and care planning (or a willingness to learn).	Yes	
Willing to be trained to drive client's own vehicle in the future.		Yes
Able to follow guidance from family	Yes	
Able to work independently and part of a team	Yes	
Calming and confident in approach to support provision.	Yes	
Experience		
At least 3-years' experience of working in a social care role	Yes	
Experience of managing other people / providing supervision or mentorship		Yes
Working within a family home	Yes	
Able to adhere to a professional communication style	Yes	
Experience of supporting children with complex health needs and disabilities	Yes	
Experience of contributing to writing care plans and risk management plans	Yes	
Experience of working with children who may exhibit behaviours that challenge	Yes	
Knowledge and understanding		
Knowledge and understanding of safeguarding and how to promote the welfare of vulnerable groups.	Yes	
Understanding of professional boundaries when collaborating closely with people in their own homes.	Yes	
Knowledge of the local area and activities and events for children with additional needs.		Yes
Understanding of how children can be impacted by cerebral palsy and dystonia	Yes	
Personality and interests		
Reliable and supportive	Yes	
Flexible in approach to work	Yes	
Professional and patient	Yes	

Area	Essential?	Desirable?
Kind, friendly and approachable	Yes	
Values that are important to the family		
Patience	Yes	
Honesty	Yes	
Enthusiasm	Yes	
Kindness	Yes	

All successful candidates will be subject to a probation period, where their capability and competency in the above areas will be assessed.

BHL is committed to the protection of individuals from avoidable harm and abuse. All successful applicants will undergo an Enhanced DBS (with barred list) checks (at the expense of the employer). This role is exempt from the Rehabilitation of Offenders Act, and it is a criminal offence for people who are barred from working in regulated activity to apply for this role. We will require a full job history and evidence of your conduct at work (for roles involved in working with vulnerable groups) and will seek both professional and employment references before employment commences.