

PAPWORTH TRUST

JOB DESCRIPTION

Job Title: Team Manager – Suffolk Community Support Team

Department: Personal Support

Reporting to: Community Services Manager (Suffolk)

Responsible for: Suffolk Community Support Team

Location: Ipswich/Suffolk

Main Job Functions: (NB In addition to these responsibilities, employees are required to carry out such other duties as may reasonably be required).

- To manage the Community Support Team to deliver housing support and personal care services to tenants living in supported housing in the Ipswich area, to ensure continuous service improvement, whilst maximising the independence. To champion the vision and values of equality, choice and independence for people with disabilities to live independently in their own homes.

Main Duties:

- (a) To be responsible for the operational management of a Community Support Team in Suffolk, to ensure that all aspects of care and support are available to meet the needs of tenants, based on identified care and support plans and comply with national standards.
- (b) To provide line management and monthly (minimum) staff supervision, to the Community Support Team. To delegate agreed tasks and supervision to the Senior Support Workers.
- (c) To take responsibility for producing working rotas to ensure that staff time is allocated fairly across 365 days of the year to meet the identified needs of the service users, including 'sleep in' cover to include all operational team members.
- (d) To ensure that emergency duty cover is available to tenants with an assessed need living in supported housing in their own home.
- (e) To take responsibility for the recruitment of staff to the Community Support Team, in negotiation with the Community Services Manager and with support from the HR department.
- (f) Produce an annual service plan for the Community Support Team in Suffolk, that links national and local policy development with the Papworth Trust business plan, by setting team goals for the service and core goals for team members and also takes account of service user feedback.

- (g) To ensure that each team member is encouraged and supported to access core training that contributes to their development that enables them to fulfil their accountabilities. To provide each team member with a training plan, an annual appraisal and annual goals that links individual performance to the business plan and team plans.
- (h) To ensure that staff performance issues are addressed appropriately and quickly, utilising procedures to monitor and assist staff and when necessary to evoke disciplinary procedures following advice from HR.
- (i) To take responsibility for establishing a risk assessment framework for services, as well as ensuring that individual risk assessments are completed for vulnerable adults.
- (j) To represent the Community Support Team at Health and Safety meetings.
- (k) To establish regular team meetings as a means of effective communication, to keep and circulate minutes to the team and the Community Services Manager.
- (l) To attend regular Team Meetings, chaired by the Community Services Manager, to contribute to the continuous improvement and consistency of service delivery in Suffolk, in addition to other schemes throughout the region.
- (m) To develop a system for collecting and collating service user feedback on an annual basis that will inform the work of the Community Support Team, countywide support services, the Leadership Team and Trustees.

To routinely involve and consult with service users in the design and development of services.
- (n) To comply with the requirements of financial processes and monitoring, so that expenditure is kept within the allocated budget. To raise any budget irregularities or concerns to the Community Services Manager for consideration and resolution.
- (o) To develop business processes for the Community Support Team and person centred support plans that will address individual needs and comply with the reporting requirements of commissioning and regulatory authorities.
- (p) Ensure that all team members are IT trained and consistently recording data to assist in the regular collation and monitoring of reports.
- (q) To ensure that all staff members are made aware of and comply with all organisational policies and procedures, are provided with a thorough induction in order to undertake their role in a professional way at all times.
- (r) Report any service complaints or staff grievances to the Community Services manager, as a matter of urgency to comply with organisational complaints procedures.
- (s) To promote effective working partnerships with other internal and external agencies and organisations to maximise the independence of all tenants e.g. O.T, adult social care services, health professionals, Independent Living Advisor, user involvement forums, advocacy services, providers of mainstream services that are accessible to tenants.
- (t) To attend other meetings, as requested, in particular those that have a direct bearing on the independence agenda and the organisational changes required to address the modernisation of Papworth Trust services.

- (u) To be responsible for ordering supplies of equipment, stationary etc to assist in the smooth running of the Community Support Team.
- (v) To attend regular meetings with the Community Services Manager and other County Team Managers, to ensure that new services develop a consistency of approach and practice that maximises the potential for equality, choice and independence.
- (w) To be the Registered Scheme Manager with CQC.
- (x) To assist the Community Services Manager in identifying new opportunities in the County and the development and management of any new personal support services as identified in Papworth's agreed business plan

Note:

The responsibilities of this role will normally include all duties described in this Job Description and any additional or different duties, which the Employer may require from time to time.

Date of Description:	January 2008
Job Description Ref:	Team Manager – Suffolk Community Support Team
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