

## **JOB DESCRIPTION: Community Team Leader**

<b>REPORTS TO:</b>	Community Registered Manager
<b>DEPARTMENT:</b>	AD Community & Care Services
<b>DIRECT REPORTS:</b>	None
<b>HOURS OF WORK:</b>	Part-time, 22.5 hours per week over 3 days
<b>LOCATION:</b>	Worcester / West Midlands

## **KEY RELATIONSHIPS**

Maintain excellent relationships with:

- AD Service Users.
- Personal Assistants.
- Support providers, Local Adult Health & Social Care Services (external).
- Bookings Administrator.
- AD Community Business Manager.
- AD Community Registered Manager.
- AD Finance Manager.
- All AD staff.
- All other AD and related departments and sections.

## **SCOPE**

Post holder to co-ordinate/lead and provide a support service to Deaf, hard of hearing, deafened and deafblind clients living in the West Midlands community area. Ensure overall smooth running of service in conjunction with Community Management Team.

## **RESPONSIBILITIES AND DUTIES**

### Administration

- Maintain PAs'/PCAs' appropriate minimum standards of support for clients in accordance with company policies and procedures.
- Assist Community Management Team (CMT) in identifying new clients/service users for Community & Care Services.
- Carry out administrative duties such as maintaining PAs/PCAs HR files, as instructed by Community Management Team.
- Be prepared, with other allocated staff/PAs, to be responsible for 'on call' mobile outside rostered hours, including evenings and weekends, as and when necessary.
- Present consistent and unified approach to queries from PAs, for example, responding differently (but consistently as a team) depending on query regarding urgent care issue, or non-urgent PA's admin issue, presenting a professional approach to all.
- Promote service to Local Health & Social Care Authorities across Worcestershire and Herefordshire.
- Attend and contribute to departmental/staff meetings and training courses as required and agreed by AD Community Business Manager.

### Personal Assistants (PA)

- Support CMT with recruitment of new PA/PCA staff, and assist with their inductions/introductions to service users.
- Carry out shared responsibilities of conducting/arranging one to one informal support/supervision with PAs/PCAs.
- Maintain key role in reviewing quality and effectiveness of existing PAs, make recommendations to improve service delivery in line with available resources.
- Assist in identifying PAs/PCAs training needs and source appropriate providers.
- Establish and maintain appropriate and minimum standards for all Personal Support Assistants.
- Prompt PAs/PCAs to complete database daily/weekly logs, ensuring all updated and recorded in a timely manner.

### Service Users

- Support Community Management Team with assessment of service user needs, create support/care packages (to include practical, measurable and achievable goals, to be met through appropriate activities, increasing independence, health and wellbeing) and risk assessments.
- Attend review meetings as appropriate.
- Liaise with stakeholders, contractors, voluntary services, health care professionals, agency groups and other professionals to maximise quality of life for service users in conjunction with Community Management Team.
- Complete database daily/weekly log when covering support, ensuring all information recorded and updated appropriately.
- Act as Community Liaison between organisation (Action Deafness) and D/deaf community.
- Cover 'on call' work outside of rostered hours, evenings and weekends should rotas not be covered or PAs/PCAs unavailable at short notice.

### General

- Attend and contribute to staff meetings and training courses as required and agreed by Community Management Team.
- Attend any other meetings as required allocated by Community Management Team.
- Promote all departments within Action Deafness to key stakeholders within appropriate geographical areas.
- Communicate regularly with the team.
- Respond to enquiries via email as appropriate.
- Dress professionally and appropriately.
- Maintain professional and polite attitude, providing excellent customer service.
- Any other duties reasonably assigned by Registered Manager, Business Manager and CEO.
- Maintain and uphold strictest confidentiality in all matters within AD Community and AD as a whole.

This Job Description is not exhaustive and Post holder may be required to undertake other duties as required and for which he/she is suitably able as required by senior staff.

## REQUIRED COMPETENCIES

Core Competences	Outcomes
<p><b>Self-Awareness and Management</b></p> <p><i>Definition:</i>  <i>Self-awareness is an understanding of your own emotions and how they impact on your own behaviour and/or the behaviour of others. It is also about understanding your own strengths and limitations.</i></p>	<ul style="list-style-type: none"> <li>• Understand need to be strong and positive in face of adversity but also recognise areas of one's own weaknesses and when to seek guidance and support</li> <li>• Seek feedback and consider it carefully</li> <li>• Look for appropriate opportunities to improve areas of weakness</li> <li>• Manage emotions so as to minimise negative impact on others</li> <li>• Consider approach at meetings to suit needs of others, rather than own preferences</li> <li>• Demonstrate critical reflections of own practice and behaviour by regularly seeking feedback from peers and managers</li> <li>• Highly self-motivated and able to work under own initiative and direction, as well as under guidance, to achieve stated objectives within necessary timescales</li> </ul>
<p><b>Leadership and Management</b></p> <p><i>Definition:</i>  <i>Leading, encouraging, inspiring and supporting others to develop confidence and capability to help them realise their full potential. Managing resources and holding others accountable.</i></p>	<ul style="list-style-type: none"> <li>• Communicate and gain stakeholder commitment to AD's vision in accordance with corporate strategy</li> <li>• Provide positive leadership traits, inspire and influence stakeholders</li> <li>• Demonstrate personal integrity whilst dealing with colleagues and stakeholders</li> <li>• Able to actively listen and influence others</li> <li>• Continuously seek and/or encourage others to seek opportunities for different and innovative approaches to addressing organisational problems and opportunities</li> <li>• Ensure Health and Safety guidelines are adhered to, to mitigate risk</li> </ul>
<p><b>Relationship Building and Team Working</b></p> <p><i>Definition:</i>  <i>Building bonds with others to work collaboratively across organisational boundaries and using these to persuade or gain support to achieve positive outcomes and goals for Action Deafness.</i></p>	<ul style="list-style-type: none"> <li>• Demonstrate collaborative team working through integrity and behaviours</li> <li>• Demonstrate positive and constructive collaboration between colleagues to contribute towards a positive team-working environment</li> <li>• Identify relationships that are not strong, meet the individual(s) concerned to establish why and initiate actions to build and enhance the relationship(s)</li> <li>• Challenge others with respect and courtesy</li> <li>• Create new opportunities for individuals to work together, break down barriers that may get in the way of effective team working. Challenges others to do the same</li> </ul>
<p><b>Innovation and Flexibility</b></p> <p><i>Definition:</i>  <i>The ability to formulate new ideas or to adapt or use existing ideas in a new or unexpected way to solve problems, and to think ahead to spot or</i></p>	<ul style="list-style-type: none"> <li>• Innovative, proactive and solution-minded</li> <li>• Prepared to consider changes to own practices</li> <li>• Respond to new ideas by discussing why they might work instead of telling others why they won't work</li> <li>• Willing to investigate options in depth, even when they are the ideas of others</li> <li>• Work in a flexible and agile manner to meet the needs of members, clubs, coaches, volunteers, officials and colleagues</li> </ul>

<i>create opportunities and maximise them.</i>	
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### ADDITIONAL INFORMATION

- Post holder must maintain appropriate standard of confidentiality and comply with Action Deafness's Rules, Policies and Procedures.
- Car owner/driver (essential), expenses reimbursed in line with AD expenses policy.
- Personal circumstances must allow the Post holder to work extended hours on occasions during times of peak activity including international trips, evenings and weekends.
- This Job Description may be subject to change at the discretion of Action Deafness and in accordance with business developments. Any changes will be communicated to and consulted with Post holder appropriately.

### REQUIRED QUALIFICATIONS

- The post is offered subject to an acceptable Enhanced DBS disclosure.