



Job Description & Person Specification

- Assistant Team Manager –

Post:	Assistant Team Manager
Service:	Housing & Community Support Services
Base:	Mainly based at The Action Group Day Centres across Edinburgh
Line Managed by:	Team Manager
Salary Range:	Point B1 – B3 (£23,528.49 - £24,585.95 per annum, pro rata)
Hours:	39 per week, Monday- Friday 9-5

This post requires PVG scheme membership

This post requires registration with the Scottish Social Services Council (SSSC).

Applicants who are not registered with the SSSC when starting will have 6 months in which to register. Applicants already registered with the SSSC must inform that body of their employment with The Action Group.

Main Purpose

The main purpose of this post is to support the Team Manager in providing leadership to a team of approximately 25 Support Workers in our Day Opportunities Team (Day Service).

The post holder will directly line manage an agreed number of this team, including all normal staff management responsibilities. In consultation with the Team Manager, some elements of overall team leadership will be delegated to the post holder, according to both workload requirements and individual strengths.

The post holder will also retain a large element of direct of support work, in order to support service delivery, retain links with people we support and provide on-the-job coaching and support for the staff they manage.

The main duties for this post are detailed below using the following 3 headings.

1. Team Leadership (10%)
2. Staff Management (20%)
3. Supporting Service Users (70%)

The percentage figure after each heading is the approximate proportion of work time that we anticipate the post holder will spend working on each area. It is anticipated that 20% of their working time will be spent in The Action Group offices, and the remainder out in the field supporting service users, monitoring standards and coaching staff.

In addition, there is a fourth section called 'General Duties' that apply to all staff in The Action Group.

1. Team Leadership responsibilities (of whole team) (10% of time)

- a. Determine specific Team objectives (in conjunction with Development Manager, Action Group Strategic Objectives, TAG Business Plan etc)
- b. Lead by example, to set a positive and empowering ethos within the team; trying to ensure that high morale is maintained throughout team, particularly with respect to the continuous degree of change management required within the role
- c. Take responsibility for any operational issues, decisions etc that affect the Team as a whole. These responsibilities will be allocated on a localised basis, but could include the following:
 - Planning and communicating staff rotas
 - Covering unfilled shifts
 - Passing relevant information to payroll
 - Managing team accounts and expenses
 - Managing renewals budgets
- d. Act as an effective 2-way communication conduit between Senior Management and all Team members (eg incident reporting, supervisions and co-ordinating regular team meetings)
- e. Carry out relevant financial and information management, in line with TAG policies and procedures (eg petty cash). Specific responsibilities will be agreed on a localized basis.
- f. Attend and participate in Review Meetings for the people we are supporting as required.
- g. Take part in the on-call rota for Assistant Team Managers
- h. Work closely with the Team Manager to ensure that all team management functions are carried out effectively

- i. Act-up for the Team Manager whenever they are absent

2. Staff Management responsibilities (of direct reports) (20% of time)

- a. Directly line manage an agreed number of staff within the team.
- b. Support the Team Manager with the recruitment process for team vacancies
- c. Thoroughly induct all new direct support workers in team as required
- d. Take responsibility for all aspects of performance management of staff within own sphere of line management, including objective setting, appraisal /personal development planning, and managing all absence and capability issues
- e. Delegate work according to individual team member strengths, fairly, transparently and effectively, to make the best use of individual team members skills and abilities (eg allocating keyworkers)
- f. Provide pro-active and ongoing coaching and mentoring for each direct report (eg on-the-job shadowing)
- g. Consistent provision of regular and effective supervision and support (including honest and timely performance feedback)
- h. Supervise students and temporary staff working within own team

3. Supporting people (70% of time)

- a. Practice the TAG Key Worker system, for example organising support plans / case reviews as required for individuals on caseload with all relevant stakeholders, ensuring effective hand-overs between staff, and maintaining people we support's records/case files etc
- b. Promote the physical and emotional well-being of the people we support at all times (eg helping the people we support) to maintain acceptable and adequate levels of self-care, carrying out Risk Assessments etc)
- c. Actively develop meaningful and trusting relationships with people we support (eg assisting them to gain insight into their own behaviour, attitudes and reactions)
- d. Encourage independence in all daily living activities of the people we support wherever possible, and support them with this only when necessary (eg housework, food preparation, household admin etc)
- e. Promote people we support's hobbies, interests and activities, and encourage participation in all aspects of community life

- f. Directly assist with the personal care of the people we support, as required
- g. Work with the people we support to maximize their ability to communicate effectively and promote self-advocacy (wherever possible)
- h. Advocate on behalf of (the people we support) (eg liaising with external organisations, such as benefits, housing repairs etc)
- i. Liaise with relatives and carers of the people we support within caseload (eg arranging support plans, dealing with complaints and frustrations etc) and helping to ensure that relatives have a significant role in the person we support's life wherever possible/appropriate
- j. Find out about the wide range of local services, amenities and organisations available to the people we support
- k. Work with both individuals and groups in all of the above, according to need
- l. Participate flexibly in the various shift work patterns required by needs of the job (including regular working outwith weekday office hours)
- m. Undertake 'sleeping in' or 'waking night' duties with service users that are being supported by the team

4. General Duties (these are applicable to all The Action Group staff)

- a. Read, and work in accordance with, TAG's Mission, Aims & Objectives, and current Business Plan
- b. Manage own work time effectively
- c. Keep on top of own paperwork and maintain effective and organised filing systems, as appropriate to the specific job role
- d. Treat everyone with consideration and respect
- e. Ensure prompt, polite and clear communication (whether responding to a query from a member of staff or a complaint from a person we support)
- f. Keep up to date and comply with all applicable TAG policies and procedures (covering everything from personal Health & Safety to Care Commission Standards)
- g. Promote and respect individual rights and responsibilities at all time
- h. Retain the highest standards of confidentiality, as appropriate to the specific role

- i. Assist your manager and other work colleagues as appropriate and whenever possible
- j. Take charge of own CPD (Continuous Professional Development) and contribute to TAG maintaining the Investors In People standard
- k. Be responsible for own work life balance (eg taking Annual Leave at regular intervals, etc)

This job description may be amended following discussions with the postholder and with the approval of the Senior Manager in HR

Assistant Team Manager

Person Specification



Person Specification – Assistant Team Manager

<p>Specific requirements for the role</p>	<ul style="list-style-type: none"> • At least one year's experience working with people who have support needs • Ability to complete SVQ 2 in Care within one year of taking post, or to be the holder of an equivalent qualification • Must be competent in using Microsoft Word, Outlook and Excel • Being able to drive is essential to this role, 24/7 service has a mobility car. Access to a car would be beneficial due to geographic of services but not necessary. • Previous staff management experience would be an advantage, but not essential
<p>Competencies</p>	<ul style="list-style-type: none"> • Professionalism – Being reliable, following procedures, presenting yourself appropriately, and believing in The Action Group values of choice and opportunity for all. • Self-development – Having the desire to learn new things and constantly improve your own working practice. • Empowering People – Being able to support others in a practical way whilst respecting their needs, choices and dignity. It also includes providing appropriate motivation, encouragement and constructive feedback.

- Building & Maintaining Relationships – Demonstrating the ability to develop trusting relationships with others. It can only be done through active listening, effective communication and respect for other people.
- Leadership (*Can be an area of development for new ATMs*) – Motivating, encouraging, coaching, supporting and managing the performance of staff members for whom you are responsible.
- Analysis & Decision-making – Assessing situations and making sensible decisions using all the information available to you at the time, despite pressures.
- Planning & Organising – Being able to plan, communicate and coordinate complex activities in advance; to display excellent time management and prioritisation skills; and to alter plans when circumstances change.
- Working in Partnership – Working effectively as a team, plus negotiating and sharing information with internal and external stakeholders (e.g. carers, social workers, internal TAG departments) as required.
- Reports and recording – Demonstrating a high standard of administration and report-writing in a timely fashion using appropriate IT resources

Financial and resource Management (*Can be an area of development for new ATMs*) – Managing budgets and utilising staff resources effectively using management support.