



Team Leader – Making Days and Community Support

MAIN PURPOSE

People we support here at PSS have clearly told us that they want to make a big contribution to the world we live in. They want to take on roles in the wider community, lead change, and influence – and why on earth shouldn't they? We firmly believe that everyone has the power to change not only their own lives, but also the lives of others and make their communities better for everyone. And, as our new team leader, you'll be the one to work with people to unleash that potential.

SCOPE OF JOB AND FOCUS OF ROLE

- Service delivery – 35%
- People management – 45%
- Resources management – 20%

TERMS & CONDITIONS

Contract Type

This is a *temporary* contract until 28th February 2027.

Salary

£28,945, this salary is equivalent to PSS Fixed point 34.

Disclosure

As this post requires a Disclosure check, please refer to the Recruitment of Ex-offenders statement on the Applicant Guidance page.

Hours

37 hours per week, worked over Monday to Friday

Location

Working across various venues in and around North Liverpool.

Annual Leave

27 days per year. In addition to eight paid statutory bank holidays (bank holidays are pro rata for part-time staff).

Pensions

PSS operates an Occupational Pension Scheme with The People's Pension.

Conditions of Service

Offers of employment are made subject to the following conditions:

- a) Completion of medical questionnaire
- b) Receipt of two satisfactory references, including one reference from a current or most recent employer.
- c) Authorisation to work in the UK. Under the Immigration, Asylum & Nationality Act 2006 successful candidates will be required to produce documentation which demonstrates their authorisation to work in the UK. Documents may include; Passport; full birth certificate; UK work permit; Home Office letter.
- d) An Enhanced Disclosure. Please note that having a criminal record does not automatically disbar you from working with PSS.

Doing things inclusively

This role's all about inclusion. It's about making sure the people we support always have a voice and a choice.

You'll lead your team to support people in the right way, making sure:

- we design each person's schedule with them individually, so they feel comfy with what's going on;
- everyone has freedom and choice to live their life how they want to;
- everything we do is underpinned by person-centred planning and setting goals to achieve really great outcomes;
- people are offered a choice of sessions, programmes and things to do that really interest them;
- people can choose how to be part of their wider community – we want people to access the same facilities as anyone else; and
- we establish and maintain close links with the local community and organisations to encourage people to participate in the stuff we have on offer for them to get involved with.

You'll need to make sure that all of the great work you and your team do is easy to see and keep track of. We'll need you to collect evidence of what's happening by being absolutely on it when it comes to monitoring:

- making sure monitoring information is provided by our deadlines;
- regularly monitoring and reviewing how effective our service is for the people we support, finding as many new opportunities as possible that meet their needs and interests;
- keeping an eye on support plans with your team of support workers, making sure they're person-centred and have really great outcomes; and
- dealing with and reporting issues and conflicts that may come up, including safeguarding issues, in line with PSS policy and procedures.

Putting your heart and soul into it

You'll need to be what we like to call an authentic leader – someone honest and true to themselves who gives their absolute all and believes that their first role is to serve others. You'll need to be super committed to delivering the right results in the right way – after all, it's not just about what we do, it's about the way we do it as well. You'll be a proper go-getter, a positive person who loves what they do and shines when other people shine.

At PSS our values are really important and aren't just something written on our website. To be a team leader with us you'll need live our five values every day, making decisions with them in mind: you'll be super **big-hearted** and care about people, you'll be **genuine, open-minded, determined** and **professional**.

Being a people person

At PSS it's so important that you're motivated by people and want to support them to be the best they can be. That goes for the people we support and our teams, too. To be an effective team leader it's important that you:

- build effective professional relationships and create a great sense of camaraderie with your team;
- support your team to understand and follow important PSS policies and procedures;
- follow PSS leadership guidelines to lead your teams in the best way;
- help your team do their best work by making sure their objectives are co-produced, agreed and monitored, resulting in an action plan;
- have regular 1:1s with your team to check in, make sure they're supported to meet their objectives, make sure they feel happy at work and that they're using their talents;
- motivate and encourage your team to work on their own initiative and really go for it, achieving their full potential in as many ways as possible;
- make sure staff have the relevant qualifications for their role;
- make sure all staff are working in a person-centred way; and
- make sure support workers have access to the information they need to carry out their role to the highest standard.

Using the resources you have wisely

We're a charity and need to make sure we use our resources wisely, making them go as far as we can. As a team leader, we'll need you to maximise the resources we've got – whether it's our pennies, our time, our skills or our efforts.

This might mean:

- being creative with resources – trying new things and finding work-arounds;
- using every opportunity you can to grow and learn new skills, sharing this learning with your team to be the very best you can be;
- networking and maintaining strong professional relationships with others, both internally and externally, to achieve the best outcomes for people;
- using PSS systems and performance management processes to respond to any performance-related issues that may crop up within your team (it'll be your job to make sure everything is done right and everyone is able to do their job in the right way);
- leading your team from the front and giving them guidance and support to deal with complex issues;
- using your specialist skills and knowledge to make sure our service continually improves to meet the targets we're working so hard to achieve; and
- being a stickler for data and making sure that relevant information, databases and spreadsheets are kept up-to-date and accurate.

Getting the basics right

There are lots of important standards that we need to keep an eye on to make sure people are happy, healthy and well-supported. It will be important for you to monitor this and:

- Stay on top of outstanding practice in terms of regulations, technology, health and safety, quality assurance and improvement.
- Make sure that the environment is safe. You'll watch over this and lead your team to undertake all necessary health and safety checks, making sure that any identified risks are assessed and managed.
- Support the services to be compliant with internal and external review processes so we're always inspection ready.
- Stick to our top priority of making sure everyone feels safe and secure. You'll need to be vigilant, reporting and dealing with any issues.
- Make sure you know our policies and procedures inside-out.
- Keep a beady eye on records and make sure everything is up-to-date and correct. The people we support drive what we do, so you will need to make sure the information we have about them is correct, well-maintained and audited properly using the client management system.
- Make sure that staff hours, annual leave, expenses and things like that are recorded, maintained and communicated to the PSS finance team as required.

Being the best version of you

At PSS we believe in something called 70-20-10 learning. That means that 70% of learning comes from first-hand experience, 20% comes from learning from those around us and 10% comes from formal learning like courses and qualifications.

We're looking for a driven person who wants to continuously grow and get better at what they do using 70-20-10 learning. Professional development is a big deal at PSS and you'll need to be up for the challenge of growing and improving for the good of the people we support.

ADDITIONAL DUTIES

To actively participate in developing directorate, team and individual objectives and plans, attend staff performance management and learning and development reviews.

You're expected to be flexible in the performance of duties and to undertake any other duties identified as appropriate to the post.

All jobs are subject to change and this job description will be reviewed regularly.

JOB DESCRIPTION

This job description is a guide to the work you will be required to undertake and represents a range of responsibilities commensurate with the grade for the post. It does not form part of your contract of employment.

Person specification: team leader – Making Days and Community Support

Requirement	Essential	Assess from:
	E= Essential D = Desirable	A = application I = interview R = references E = exercise/practical
Qualifications		
Relevant professional qualification in social care or health including Level 3 Diploma Health and Social Care/NVQ/ QCF level 3, or committed to do so.	E	A,I
Management Qualification	D	A
Have completed or committed to completing the care Certificate and any mandatory training relevant to the role	E	A,I
Knowledge		
Significant knowledge of best practice in the delivery of community based care and support services to adults with a range of needs including person centred approaches.	E	A I
Understanding/knowledge of safeguarding procedures for adults	E	A I
Knowledge of health and safety management in the service context.	E	A I
Significant knowledge of best practice in the delivery of social care services including relevant legislation/guidance, policy and procedures	D	A I
Skills		
Ability to provide effective leadership and mentoring to teams to achieve excellence in service delivery	E	A I
Ability to communicate effectively (verbally and in writing) with colleagues, people using the service, families/carers and professionals	E	A I
Ability to motivate and engage teams to promote positive outcomes, quality and continuous improvement	E	A I
Experience		
Experience of working with people with learning and physical disabilities and undertaking support planning.	E	A I
Experience of supervising and supporting staff development	E	A I
Attitude		
Yours is a key role so you'll need a proactive and self-motivated approach	E	A,I,R
You'll need to be self-aware and take responsibility for results	E	A I,
Showing commitment to the PSS values: professional, genuine, determined, big-hearted and open-minded and demonstrating how you live them is a key requirement for all roles within our organisation.	E	A,I,
You'll need self-belief and drive along with a 'can do' attitude	E	A,I
You'll need to be flexible and able to implement change and develop practice so we can respond to business needs that emerge	D	A I