

LOCAL SOLUTIONS

JOB DESCRIPTION

Date: October 2007

Position: Team Leader
Responsible To: Deputy Operational Manager
Responsible For: Care Support Workers, Home Care

JOB PURPOSE

With the Deputy Operational Manager / Care Co-ordinator to:

- Co-ordinate a forward-looking and innovative growth strategy across all areas of responsibility.
- Keep this strategy under regular review in response to new and changing opportunities.

With the Care Co-ordinator play a role in:

- Raising the departments profile
- Maintain the necessary networks and partnerships Local Solutions will require to develop and deliver the Business plan.
- Deliver a quality caring service that is tailored and specific to meets the needs, aspirations and expectations of our stakeholders.
- Ensure policies, procedures and practices which promote a system of quality care and support activities of daily living for service users, tailoring their care package to their individual needs and promoting a safe working environment.
- Assisting with the day-to-day co-ordination and ensure the smooth running of the Home Care Service.
- To make contribution to the Local Solutions corporate policy and management.
- Demonstrate clear leadership and direction across the department, by generating trust and confidence.

CORE RESPONSIBILITIES

Strategy development and review

To assist Local Solutions to deliver a wide range of services that in conjunction with other strategies, which will make life better for the people and places Local Solutions, is here to support.

To deliver challenging but realistic targets against which Local Solutions measure its progress in delivering its Business Plan.

Identifying and delivering new business opportunities

with the Deputy Operational Manager / Care Co-ordinator to:

Utilise “business intelligence” systems, which are effective in identifying:

- New opportunities for Local Solutions services or opportunities to expand it.
- New sources to support the development and delivery of existing services.

Developing partnerships and working with others

with the Deputy Operational Manager / Care Co-ordinator to:

to take a supporting role in maintaining:

- Local Solutions profile as a strong and innovative social enterprise organisation with a reputation for delivery – and, in so doing, promoting its role and achievements.
- Strong and effective relationships between the teams in Homecare and all the others in the company which have an important role to play in helping to plan and deliver the Local Solutions Business Plan.
- A vibrant network of strong partnerships – ensuring they understand the Local Solutions aims and are willing to provide the support it needs to achieve them.
- Strong and effective relationships with Local Solutions Partners for delivering its Business Plan.

Risk management

with the Deputy Operational Manager / Care Co-ordinator to:

to ensure the effective operation of a policy and procedural framework based on a full understanding of the statutory, regulatory and other risks associated with delivering Local Solutions Business Plan and associated programmes.

Monitoring performance

With the Deputy Operational Manager / Care Co-ordinator to:

To have an awareness of the effective operation of systems to monitor – and report to appropriate levels of detail and audiences on – Local Solutions performance in:

- Delivering its Business Plan
- Meeting any internal or external demands for information to demonstrate compliance with targets, standards, statutory, regulatory or other requirements.

Managing Teams and Staff

To ensure their team in the department has the necessary level of staffing resources and skills to effectively carry out their responsibilities and the support they need to carry them out effectively.

To ensure that:

- Meetings regularly take place between staff and their managers to agree plans of work and to review people's progress in meeting their roles and responsibilities.
- Plans are put in place and implemented to address any issues that are identified in these meetings – including the provision of any training or other support that is required.
- Where necessary, issues are reported upwards to ensure that action is planned and its implementation monitored.
- All members of your team in the department are kept informed on relevant issues and consulted as appropriate.

Corporate

- To have an understanding of the changing environment Local Solutions operates in and effectively using this information in developing Local Solutions vision and plans for realising it.
- To contribute to the Team in driving forward the organisation to meet its strategic objectives in all matters of corporate management.

General

- To carry out any other duties appropriate to this post, as necessary or as requested.
- To promote and represent Local Solutions at local and national meetings and with other related organisations as appropriate.
- To ensure that all Local Solutions policies and procedures are implemented within your area of responsibility.
- To ensure that all activities within area of responsibility comply with the Health and Safety Policy.
- Implement Local Solutions Equal Opportunity policies and Strategies ensuring that all practices and procedures are in accordance with good equality and diversity practice and that staff are aware of equality and diversity considerations in respect of their duties.

NAME OF JOB HOLDER.....

JOB HOLDER..... DATE.....

REPORTING TO..... DATE.....