

## Job Description

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| <b>Job title:</b>       | Team Lead (Learning Disabilities)                |
| <b>Grade:</b>           | Band 8a (Health)<br>SCP 48-51 (Social services)  |
| <b>Responsible to:</b>  | Head of Integrated Learning Disabilities Service |
| <b>Accountable to:</b>  | Deputy Director ASCH                             |
| <b>Responsible for:</b> | Health and Social Care professionals             |

### JOB PURPOSE

To provide a quality, person centered specialist service for the learning disabilities population of Barnet and their families.

To manage and lead the Learning Disabilities Team to improve choice and quality of life for adults with learning disabilities who meet the criteria for a service through the use of timely interventions and/or review and reassessment that maximise long-term independence and minimise ongoing support.

The Team Lead is responsible for the day to day operational case management, assessment and delivery of specialist health and social care interventions for adults with learning disabilities operating within a culture of continuous service improvement and safety to ensure professional standards and best practice are embedded throughout the team.

The Team lead will provide excellent leadership, direction and effective management of the team's resources. As a member of the service management team ensure all team members understand, embrace and deliver to the strategic aims of the service.

The aim of the Barnet Learning Disability Partnership is to promote the values of independence, rights, choice and inclusion as stated in the White Papers 'Valuing People Now', 'Our Health , Our Care, Our Say' and the policies and practices described in.

To promote the image, reputation and best interest of the London Borough of Barnet (LBB), Central London Community Healthcare Trust (CLCH) and Barnet, Enfield and Haringey Mental Health Trust (BEHMH) at all times.

## **KEY ACCOUNTABILITIES**

### **SERVICE PROVISION AND DEVELOPMENT**

1. To promote the rights, interests, needs and choices of service users, carers and other interest groups in the planning, delivery and reviewing of health and social care services.
2. To be responsible for the delivery of a community health and social care service to adults with learning disabilities and their carers; to assess the quality and parity of decisions and to ensure consistent quality and targeting of the service to clients.
3. Ensure that the team operate in a collaborative and constructive manner that delivers to the shared objective of offering the most cost effective and appropriate support solution that meets the agreed outcomes to maintaining independence and promoting good health outcomes.
4. Together with the Head of Service promote high quality multi-disciplinary practice in the delivery of services through monitoring, planning and evaluation negotiating and agreeing service objectives, performance standards and indicators.
5. To be proactive in developing liaison mechanisms with relevant agencies. Identify development options for addressing inequalities and contribute to strategies that improve access to services to people from disadvantaged groups.
6. To be aware of and have a technical understanding of all relevant legislation and guidance and to translate as appropriate into local policy, procedure and guidance.
7. To develop systems and promote local and national initiatives such as Valuing People, Now, Our Health Our Care, and the Barnet Learning Disabilities Partnership Board Strategic Plan
8. To ensure that the service provided by staff is in accordance with the policies, strategies and guidance of CLCH, BEH and LBB
9. To lead and contribute to research and service development ensuring practice meets the need of people with learning disabilities and their families, based on the values and objectives outlined in Valuing People (2001) and Valuing People Now (2009)
10. To gather strategic information to inform the development of service initiatives/departmental guidelines/pilot projects, to inform current practice and future commissioning
11. To monitor the performance of the department regularly to ensure that performance indicators are being met. To work with planning and performance department on this. To implement policy to ensure that team members record data on time and correctly.
12. Joint work with health and other key agencies; ensuring implementation of Care Programme Approach, risk assessments, person centered planning and compliance with clinical governance.
13. Manage and monitor the team budgets and apply the principles of sound financial practice necessary to operate within the defined financial constraints promoting a culture of value for money.
14. Support and promote personal budgets and direct payments to reinforce the principle of client choice. Agree personal budgets in accordance with the scheme of delegation and in compliance with financial regulations.
15. Take responsibility for promoting and safeguarding the welfare of adults at risk who come into contact with the service, in line with
16. Barnet's procedures. To ensure that safeguarding procedures are implemented at all times, accurately recorded within time limits with outcomes.
17. Chair safeguarding meetings and other appropriate multi disciplinary meetings as required.

18. To carry out audit and benchmarking to ensure that the Learning Disabilities Service is meeting the Service, LBB, CLCH and BEH MH objectives.
19. To ensure all Serious Untoward Incidents are appropriately investigated and that any recommendations are implemented.
20. To ensure that all complaints and other feedback from service users are dealt with in close liaison with the Complaints Department and that necessary action are taken to improve the Learning Disability services as a result.

## **OPERATIONAL MANAGEMENT AND DEVELOPMENT**

1. Ensure the team operates in accordance with policies and procedures of Adult Social Services CLCH and BEHMH, and that the team members comply with professional standards, policy and practice and the relevant statutory frameworks.
2. To regularly supervise case managers/Assessment and Enablement officers/ health professionals and administrative officers either by direct involvement or by delegation.
3. Select/recruit and provide induction for all new team members.
4. Promote good staff morale by carrying out staff appraisals and reviewing professional development including the training needs of team members and to arrange to meet these needs
5. Deal with all personnel and performance issues including health and safety/disciplinary/sickness monitoring matters for all team members. Liaison with core personnel/personnel contractor and occupational health contract holder. To work with HR in the CLCH and BEHMH for all health personnel issues.
6. To authorize care packages up to agreed limits and screen for suitability of support minimizing the need for residential/nursing care. To ensure that all support plans are presented to the Learning Disability Panel for authorization.
7. Support the drive for excellence in customer care through identifying and helping resolve any complaints and service issues that may arise.
8. To co-ordinate and resolve complex situations with regard to professionals interventions, together with the other Team Managers in the service.
9. To adopt and take forward the council's commitment to Valuing Diversity through the recruitment and training of staff, and the commissioning and monitoring of service provision.
10. To contribute to the training and development for the service. Ensure that there are a wide variety of opportunities for learning and personal development, including effective induction programmes for new staff, team building events and opportunities to review priorities for service delivery.
11. To be responsible for all aspects of management, development and leadership within the service area. This includes responsibility for effective communication and sharing information.
12. Maintain sound performance management systems and performance indicators to regularly monitor team and individual performance against targets and customer expectations and take the necessary early corrective action to achieve this.
13. Contribute to setting, communicating and delivering to the service performance standards to achieve excellence in communication and customer care, managing risk, achieving outcomes to defined targets and objectives.
14. Manage the team's case load and monitor its delivery to the relevant local, corporate and national standards, targets and professional best practice and provide professional support and advice on more complex or high risk cases.

15. To ensure that the information governance and the management of data and local file management policies are implemented and that the team are up to date in all policy areas.
16. Represent the service at external meetings and hearings; prepare papers, draft and present statements and reports as required.
17. Deputise for Head of service as required.

## **ADDITIONAL INFORMATION**

### **Professional Standards**

All staff employed in recognised professions are required to ensure they work to the professional standards and/or Codes of Practice set out for their professional group in addition to the employer's staff code of conduct.

### **Equal Opportunities and Dignity at Work**

It is the aim of CLCH, LBB and BEHMH to ensure that no job applicant or employee receives less favourable treatment on the grounds of race, colour, creed, nationality, ethnic or national origin, sex, marital status or on the grounds of disability or sexual preference, or is placed at a disadvantage by conditions or requirements which cannot be shown to be justifiable. Selection for training and development and promotion will be on the basis of an individual's ability to meet the requirements of the job. To this end CLCH, LBB and BEHMH Trust have an Equal Opportunities Policy and it is for each employee to contribute to its success. All staff should treat other staff, service users and the public with dignity and respect.

### **Appraisal**

All staff will actively participate in an annual Appraisal process. All staff should have a personal/professional development plan and in conjunction with their manager, should actively determine and pursue agreed training and development needs and opportunities.

### **Safeguarding**

LBB, CLCH, BEH Trust are committed to safeguarding and protecting children and vulnerable adults. All employees have responsibility for safeguarding and promoting the welfare of adults, children and young people. This applies to employees with both direct and indirect contact with children and families.

All employees must undertake training in safeguarding children and vulnerable adults but will have different training needs to fulfil their responsibilities depending on their degree of contact with vulnerable groups and their level of responsibility.

### **Confidentiality and Data Protection**

Employees will have access to confidential information and will be required to ensure that the highest level of confidentiality is maintained at all times, adhering to all policies relating to confidentiality.

Employees are required to obtain process and/or use person identifiable information in a fair and lawful way. The use of such information is governed by the Data Protection Act 1998 (DPA) and includes both manual and electronic records. Staff are expected to hold data only for the specific registered purpose and not to use or disclose it in any way incompatible with such purpose, and to disclose data only to authorised persons or organisations as instructed, in accordance with the Data Protection Act 1998.

### **Access to Social Services and Health Records**

All staff who contribute to service user records are expected to be familiar with, and adhere to CLCH's, LBB's and BEHMH Records Management Policy. Staff should be aware that patients' records will be the subject of regular audit. In addition, all professionals are advised to compile records on the assumption that they are accessible to service users in line with the Data Protection Act 1998. All staff that have access to service user records have a responsibility to ensure that these are maintained and that confidentiality is protected.

### **Health and Safety**

All staff are required to comply with the requirements of the Health and Safety at Work Act and other relevant health and safety legislation and local policies and procedures. All staff are required to make positive efforts to promote their own personal safety and that of others by taking reasonable care at work, by carrying out requirements of the law or following recognised codes of practice and co-operating with safety measures provided or advised by CLCH, LBB and BEHMH Trust to ensure safe working.

Managers are responsible for implementing and monitoring any identified risk management control measures within their designated area/s and scope of responsibility. In situations where significant risks have been identified and where local control measures are considered to be potentially inadequate, managers are responsible for bringing these risks to the attention of the appropriate Committee if resolution has not been satisfactorily achieved.

All staff must ensure that waste produced within CLCH and BEHMH Trust is disposed of in such ways that control risk to health, or safety of staff and the public alike in accordance with relevant legislation and procedures contained within the policy.

### **Infection Control**

All staff are required to follow CLCH and BEHMH Trust infection control policies and comply with all measures known to be effective in reducing infection risk. All staff must complete infection control training at induction, and all staff whose duties involve patient contact must also complete infection control refresher training annually.

### **Job Description**

The above list of duties is not intended to be exhaustive and you will be required to undertake any other duties commensurate with the grade and in line with the requirements of the post. The duties and responsibilities may be subject to change, which will be done in discussion with the postholder.

**PERSON SPECIFICATION**

**Job Title:** Team Lead (Learning Disabilities)

| Factors<br><i>Essential/Desirable</i>  | Criteria   | Assessment*     |
|--|--|-----------------|
| <b>Education/Qualification</b> (Note: detail the level and type of qualification required, indicating where equivalent experience will be considered. If equivalent experience will be considered please detail in the following section under Experience) |  |                 |
| <b>Essential</b>   | <ul style="list-style-type: none"> <li>○ Relevant professional qualification for social care and health</li> <li>○ 1<sup>st</sup> level degree or working towards a degree OR Evidence of post qualifying academic courses relevant to learning disabilities/social care/health</li> </ul>   | <b>AF/ Cert</b> |
| <b>Desirable</b>   | <ul style="list-style-type: none"> <li>○ Additional management qualification</li> </ul>  |                 |
| <b>Experience</b> (Note: detail the level and type of experience required. Please do not include number of years as this contravenes the Age Discrimination Legislation, e.g.: extensive experience in Project Management)                                 |  |                 |
| <b>Essential</b>   | <ul style="list-style-type: none"> <li>○ Leading in a health or social care team.</li> <li>○ Management of Budgets.</li> <li>○ Clear and thorough report writing.</li> <li>○ Contribution to service planning.</li> <li>○ The ability to maintain appropriate records in accordance with the legislation requirements relating to access to files.</li> <li>○ Record of high performance in successfully delivering a customer focused service to demanding targets and objectives.</li> <li>○ Taking a lead with adults at risk where there are safeguarding concerns</li> <li>○ Working in partnership with internal and external providers</li> <li>○ Sound, practical understanding of relevant legislation (such as the Mental Capacity Act and the Community Care Act), policies and processes necessary to deliver complex services to vulnerable adults</li> <li>○ Proven ability to lead on and implement major new service initiatives and new service structures through an effective change management programme</li> <li>○ Track record of successful supervision of staff within a complex social and health care environment</li> </ul> | <b>IV/AF/P</b>  |

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| <b>Desirable</b>   | <ul style="list-style-type: none"> <li>○ Taken a project lead in an area related to learning disabilities</li> <li>○ Understanding the commissioning environment</li> </ul>   |                |
| <b>Skills and Knowledge</b> (Note: detail the level and type of skills/knowledge required. E.g.: knowledge of the relevant legislation/professional codes, IT knowledge including MS Excel, physical skills e.g. standard keyboard skills) |   |                |
| <b>Essential</b>   | <ul style="list-style-type: none"> <li>○ Ability to establish and maintain strong working relationships with service users, their families, carers, advocates, colleagues and external organisations</li> <li>○ Detailed knowledge of the different health and social care professional responsibilities and roles within a learning disabilities service</li> <li>○ Management of referrals and allocation to individuals in a multi-professional team</li> <li>○ Practical knowledge and application of current legislation as it is applied to adults at risk</li> <li>○ Understanding of the enablement approach as a means of promoting independence and the ability to apply these principles to the working practices of the team</li> <li>○ Effective communication including written, verbal and presentation skills</li> <li>○ Putting current objectives for LD services (Valuing People, local Partnership Board objectives) into practice</li> <li>○ Understanding of Governance in a multi disciplinary setting</li> <li>○ Ability to delegate</li> <li>○ Ability to identify, propose and implement solutions</li> <li>○ Ensuring diversity is valued in the service and anti-discrimination legislation is adhered to.</li> </ul> | <b>IV/AF/P</b> |
| <b>Desirable</b>   | <ul style="list-style-type: none"> <li>○ Use of databases and computer programmes</li> </ul>  |                |
| <b>Other</b> (Note: detail any other requirements e.g. ability to travel, evidence of CPD, the need for flexibility)   |   |                |
| <b>Essential</b>   | <ul style="list-style-type: none"> <li>○ Flexible</li> <li>○ Motivated</li> <li>○ Committed to a Person Centered Approach</li> <li>○ Innovative</li> </ul>  | <b>IV/AV</b>   |
| <b>Desirable</b>   |   |                |
| <p><b>* Assessment will take place with reference to the following</b><br/> <b>AF – Application Form, IV – Interview, P – Presentation, T-Test, C Certificate</b></p>  |   |                |

