THE AMBER FOUNDATION - JOB DESCRIPTION
Senior Team Leader

The safe recruitment of staff in Amber is the first step to safeguarding and promoting the welfare of young people in our care. Amber is committed to safeguarding and promoting the welfare of all young people in its care. As an employer, Amber expects all staff and volunteers to share this commitment.

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<tr>
<th>Job Title</th>
<th>Senior Team Leader</th>
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<tr>
<td>Department/Location</td>
<td>Farm Place, Ockley, Surrey</td>
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<td>Responsible to</td>
<td>Service Manager</td>
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<tr>
<td>Hours of Work</td>
<td>Mon to Fri 9.00am to 5.30pm + 1 rota overnight shift per month</td>
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<td>Salary</td>
<td>£30,913.30</td>
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**Key tasks, responsibilities and outcomes**

- To report directly to the Centre Manager the role of the Senior Team Leader is to ensure the implementation of a high quality service provision, and to support the Centre Manager and the Team Leaders.
- To support the Centre Manager in all aspects of running the centre and take control in their absence.
- To have a great knowledge and understanding of the services for which you are accountable, and to ensure with the Centre Manager the implementation of better practice initiatives.
- To lead and manage the staff who report to you, ensuring that they work collaboratively to manage and lead their service users in an effective way in line with Amber values, making a positive difference for the young people we support.
- To support the Centre Manager with regards to the performance of staff and behaviour of Amberteers.
- To ensure compliance with regulatory and contractual requirements ensuring appropriate records are maintained and striving to provide outstanding services.
- To maintain good working relations and represent Amber positively and progressively in dealings with a range of stakeholders.
- To champion and celebrate good practice to excite and enhance further great working.
- To ensure the proper application of Ambers’ policies and procedures.
- To be aware of the annual budget for the Centre and assist the Centre Manager in setting the budget. To take necessary action in consultation with the Manager to ensure that the Centre performs within budget.
- To act as the first port of call for Team Leaders with regards to the daily running of the centre and with any matters arising regarding residents.
- The Senior Team Leader may be required to facilitate a Team of residents as well as carrying out their usual responsibilities in the absence of a Team Leader.
- To facilitate the daily inspection of the house, grounds, bedrooms and maintenance areas.
- To carry out any other Ad hoc duties as required by the Centre Manager or deemed as necessary by the organisation.

**Personalised support**

- Encourage and act upon innovation in consultation with the manager to deliver quality services.
- Develop networks both within and outside of social care to facilitate the delivery of a quality service provision that provides an integrated and holistic model to reflect the complex needs of our service users.
- Ensure that everyone we support within your Centre has appropriate and person-centred support plans in place relevant to their individual needs.
- Ensure service users are listened to and action taken, through various forums.
- Ensure the health and wellbeing of people we support is kept under proper review.

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The Amber Foundation, registered in England & Wales. Company number 03004111, Charity number 1051388.
To ensure that Team Leaders are adhering to their weekly planner and that one to ones are being carried out on a weekly basis.

To monitor and review the progression of each resident and that this progression is recorded and evidenced through the use of 1:1’s, support plans, service user logs, personal folders, internal reports and external progress reports.

To facilitate the daily ‘Wind-Down’ session with residents and a weekly Community Meeting ensuring that minutes are taken.

To ensure that all new resident are induction of all new Amberteers is carried out by the relevant Team Leader.

To ensure that resident have received ‘Dreams and Desires’ training within their first four weeks of admission and that they have a ‘Dreams and Desires’ folder to document their progress through the programme.

**Safeguarding and safety**

- Ensure compliance with safeguarding policies, statutory requirements and local authority protocols.
- Be accountable for safe working practices ensuring the availability of appropriate equipment and resources.
- Report and evaluate accident & incident reports to identify trends and implement action as appropriate.

**Staffing**

- Promote equality, diversity and inclusion and ensure that the people within the Centre are managed in line with Amber values.
- To ensure sufficient staff of a suitable calibre are available to deliver high quality services and that new staff are effectively inducted to their role and set up to succeed within Amber.
- Ensure that staff are appropriately supported and performance managed to ensure that excellent performance is recognised and remedial action is taken where performance falls below expectations.
- Ensure all staff receive appropriate performance management, supervision and support and are positively encouraged to maximise their skills and qualities.
- Listen to and engage with staff and young people frequently to address areas of concern and/or improve ways of working.
- To carry out the induction of all new staff making sure they are aware of Amber’s Policies and Procedures.

**Quality and Management**

- To ensure with the Centre Manager that the centre is well-led and provide strong leadership by enabling, inspiring and motivating staff within your centre and generate a culture of creativity and ideas which help shape the future and find new and better ways of working.
- Be accountable for the monitoring, assessment and reporting of the quality and outcomes of the services provided.
- Ensure all services are delivered within budget and comply with the contract for delivery.
- Ensure complaints are acted upon and actions are monitored, evaluated and implemented.
# Personal Specification

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<th>Criteria</th>
<th>Essential</th>
<th>Desirable</th>
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<tr>
<td><strong>Qualifications</strong></td>
<td>Valid Driving Licence</td>
<td>Degree</td>
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<td>Relevant professional or management qualification.</td>
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<td><strong>Experience</strong></td>
<td>Experience leading and delivering projects. Results focus; the ability to work proactively, plan, organise, optimise resources and complete targets within agreed timescales. Ability to demonstrate effective people management skills through delegating, empowering, motivating, and coaching. Proficient in the use of Microsoft Office.</td>
<td>Experience in management, preferably in the social care sector. Working with disadvantaged young people. Effective Budget and Resource management. Experience of effectively managing change and delivering service improvements. Networking, influencing and negotiation skills</td>
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<td><strong>Personal Qualities</strong></td>
<td>It is Amber’s responsibility for safeguarding and promoting the welfare of all children and young people in its care. All applicants will need to evidence their suitability to work with children and young people. To be service user focused and address the needs of internal and external stakeholders. To demonstrate commitment to equality, diversity, inclusion and the values of the organisation. To be assertive, confident, and have the ability to initiate action when required. To have passion, enthusiasm and drive. To be a reliable, supportive and a professional role model for effective leadership within the centre. To work flexibly according to the organisational requirements.</td>
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In addition, this post is subject to successful completion of an Enhanced disclosure from the Disclosure and Barring Service.