

ROLE PROFILE

TEAM MANAGER

ROLE PURPOSE

- ❖ Purest Support Limited is committed to offering a high standard of care and support services that is responsive to individuals needs and can adapt quickly, each individuals service is unique and should be bespoke to them.
- ❖ Team Managers will ensure that individuals have their care and support needs met by ensuring support is reviewed regularly and any changes are made in a timely manner and communicated to those staff that support the individual, ensuring there are clear systems of communication.
- ❖ You will ensure that individuals services are well managed all paperwork and systems are in place to ensure the smooth running of the service, working with staff teams, the individual, family members and other professionals to ensure a holistic and bespoke service is offered to each individual.
- ❖ Team Managers will need to work collaboratively with the staff team to ensure that the best ways of working with an individual are identified, so they are enabled to maximise their outcomes through excellent standards of care and support.
- ❖ Team Managers will act as a role model to their colleagues and will uphold Purest Support values, embedding a positive and caring culture throughout the organisation.
- ❖ Team Managers will need to ensure all reviews are carried out in a timely manner and identify any adjustments that may be needed, Update paperwork and policies when needed, work with Management, Key workers, support workers, the individual, their family and other professionals to ensure support plans truly reflect the individuals wishes, goals, best ways of working and best practice.
- ❖ Team Managers will be responsible for the delivery of a weekly rota for all staff that is inclusive, non preferential and balanced whilst simultaneously ensuring that our customers needs are all met and accommodated in a timely fashion.
- ❖ To represent Purest Support to the highest of standards, leading by example.
- ❖ Your role will require you to be adaptable to manage emergency care cover and to be flexible to cover out of hours/on call/ weekend duties on a rolling rota basis.

- Team Managers will embed quality assurance, completing regular spot checks, responding to compliments, complaints and comments, they will need To resolve customer issues should they at any time become dissatisfied with the services they have received.
- You will be required to attend both team and management meetings having a direct input into the agenda and delivery.
- You will be required to spend 50 % of your time working with customers where appropriate depending on workload.

SERVICE DELIVERY

Accountabilities

- Commitment to providing continuing high quality bespoke support to our customers by carrying out regular and ongoing reviews working in partnership with all relevant parties and updating care plans and files as necessary, taking a leading role in Managing set packages of care.
- To be available to take calls /respond to emails from customers who may have questions about or want to change their care package.
- Implementation of quality assurance strategies actively promoting a culture of continuous improvement.
- Ability to manage own workload, to prioritise and identify/manage potential risks
- Completing weekly rota, Customers having the visits they require by the staff they choose

Measures of Success

- Individual reviews
- Feedback from team
- Feedback from customers
- Achievement of goals
- All visits being covered

Knowledge

- A sound knowledge of the ethos of Purest support.
- An understanding of content needed to produce a person centred care plan
- General awareness of all purest supports policies/procedures
- A sound knowledge of Risk assessments

COMMUNICATING EFFECTIVELY

Accountabilities

- ❖ To ensure effective communication with all our customers and their families always making yourself approachable and supportive, showing empathy and understanding where needed in a professional manner at all times promoting effective working relationships with both customers and external bodies.
- ❖ Excellent written and verbal communication skills.
- ❖ Develop and maintain effective communication systems within the team and attend regular team meetings having ensuring participation and input.
- ❖ Ensuring that our customers and staff are listened to and individuals are supported at the times they require by the staff they want, whilst ensuring that employees wellbeing is maintained and that individuals are supported to have a healthy work/life balance.

Measures of Success

- ❖ Verbal feedback from customers
- ❖ Positive feedback on customer surveys
- ❖ Positive feedback from staff surveys
- ❖ A culture of positive communication

Knowledge

- ❖ Confidentiality
- ❖ Communication Standards
- ❖ Demonstration of understanding GDPR

PARTNERSHIP WORKING

Accountabilities

- ❖ You will be required to work/communicate with varying external bodies to ensure the best possible outcome for our customers
- ❖ It is of vital importance that you are always open and transparent when communicating/working with any external bodies, promoting Purest Support in a positive manner.
- ❖ To work in collaboration with directors, managers, care co-ordinators and the support team
- ❖ To lead by example and encourage others to be transparent
- ❖ To show commitment to high standards and encourage others to do likewise
- ❖ To share the vision of Purest Support with others.

Measures of Success

- ❖ Evidence of partnership working
- ❖ External professional feedback and engagement

Knowledge

- ❖ Confidentiality
- ❖ Communication Standards

HEALTH AND SAFETY

Accountabilities

- ❖ Ensure health and safety requirements are met within the service and comply with health and safety legislation.
- ❖ Promote good health and safety practices across the company ensuring that yourself and others are fully up to date with all necessary training.

Measures of Success

- ❖ Reduction in Incident reports / injuries / accidents
- ❖ Wellbeing of all who come into contact with Purest Support

Knowledge

- ❖ Sound knowledge and understanding of all policies relating to Health and Safety.