



CONFIDENTIAL

Application for the Post of Team Leader

Notes on completing the form

When completing this form, please refer closely to the Job Description and Person Specification for the post, which were enclosed in your job pack. The Job Description describes the purpose and duties of the post, and you should feel able to carry these out when applying. The Person Specification and Competency Framework describes the skills, experience, abilities and competencies we will be looking for. Your application should demonstrate, on page 4, how you feel your talents match those we have described, using examples wherever possible.

CV's will not be considered.

Welmede is committed to the practice of Equal Opportunities, and we monitor the recruitment process closely. For that reason we would appreciate your filling in the attached Equal Opportunities Monitoring Form. However, if you chose not to complete some or all of it, this will not prejudice your application in any way.

Personal Details

Title: Mr. M/s. Miss. Mrs. Surname:.....

First Names:.....

Home Address:
.....
.....
.....Post code.....

Home tel. no.....Work tel. no.....
Mobile no..... (if we may phone you there)
Email

Where did you learn about this vacancy? Banner Newspaper

Website Other (please specify)

Do you have current a driving licence? Yes No

Do you have use of a car for work purposes? Yes No

If required, do you have permission to work in the UK? Yes No

Where

Would you like to work: Full time/Part time

If part time what days/hours are you available.....
.....

Please tick below to specify which area you are interested in working in.....

Supported Living Residential No Preference

Relevant Education/Training

Please give details of education and training you consider relevant to this post, with dates, and qualifications obtained, and when they were awarded

Dates:	Establishment/college etc.:	Qualification/Course taken and grade achieved:

Employment

Current or Last Employer:

Address:.....

.....

Nature of Business:

Position Held:

Dates:(month and year) From:..... To:.....

Current/last Salary: £Relevant benefits.....

Period of notice required

Reason for leaving (or wanting to leave).....

.....

Briefly describe your main duties and responsibilities:.....

.....

Previous Employment

Please note that in order to comply with current regulations, you must list all employment history including any breaks in employment. Dates must include month and year, and it is important that you state a reason for leaving.

Employer (Company name and address)	Dates employed	Position	Reason for Leaving
	From: To:		
	From: To:		
	From: To:		
	From: To:		
	From: To:		

References

Please give details of two referees who have been your managers in a work capacity. One or more must cover the last three years of employment and be your current or last employer if you are unemployed.

Name of Person:.....Position:.....

Name of Company:.....

Company Address:

.....Post Code:.....

Tel: Fax:.....

Name of Person:.....Position:.....

Name of Company:.....

Company Address:

.....Post Code:.....

Tel: Fax:.....

We will not contact your references until an offer of employment has been made. Please use additional sheet enclosed, if required.

Application Details

1. Please use this sheet to tell us how you believe your **skills, experience** and **achievements** match those we are looking for. Please continue on a separate A4 sheet if there is not enough space here. **CV's will not be considered.**

In addition :

2. In not more than 200 words please outline how as a Team Leader you would work with a service user in a person centred way to maximise their independence. (Please use a separate sheet of paper if required)

Other Details

Do you know, or are you related to any existing or prospective Welmede staff member, Board Member or client? Yes No

If yes, please give details of the name(s) and relationship(s) below:-

.....
.....

A disability or health problem does not preclude full and fair consideration for this job, and applications from suitably qualified people with disabilities are welcome. Our central office is fully wheelchair accessible.

Do you have a health problem or a disability which could be relevant to your application for this job? Yes No

If yes, please give details

.....

How many days Sickness Absence have you had in the last 12 months?.....

.....

This post is exempt from the Rehabilitation of Offenders Act and all convictions/cautions/ police investigations must be declared.

Do you have any spent or unspent convictions for criminal offences (including driving offences) ? Yes No

Have you ever been subject to a police investigation? Yes No

If yes, please give details

.....

.....

I confirm that all the details on this form are true to the best of my knowledge, and I understand that deliberate omissions or inaccuracies are not acceptable and will result in any offer of employment being withdrawn.

Signed:..... Date:.....

Please return this form to:- Closing Date:

**Welmede Housing Association, Byfleet House, 2 Guildford Road,
Chertsey, Surrey. KT16 9BJ**

marked 'Private & Confidential, for the attention of Personnel'

Please note that if you have heard from us within 4 weeks you may assume that your application has not been successful on this occasion.

Equal Opportunities Monitoring Form

Post Applied for – Team Leader

Welmede aims to be an equal opportunities employer, and selects staff solely on merit, regardless of gender, race, nationality, ethnic origin, disability, age, marital status or sexual orientation. Because of this, we monitor these aspects by asking you to fill in this form when applying for this post. This sheet will be detached from the rest of your application form before short-listing, and then only used for monitoring purposes. However, if you choose not to complete some or all of this form, your application will not be affected in any way.

Are you male ? female ? Date of birth

Marital status: Single / Co-habiting / Divorced / Married / Separated / Widowed

Are you disabled ? Yes No
Are you registered as disabled Yes No

How would you describe your ethnic origin ?

Black: Asian / S.E. Asian

Black : African / Caribbean

Black: British / European / other

White: British / European / other

White: Irish

Mixed: (please specify)

Other:(please specify)

Would you describe yourself as :

Heterosexual Bisexual Lesbian or Gay Rather not say

Thank you for completing this form

WELMEDE HOUSING ASSOCIATION

JOB DESCRIPTION

JOB TITLE:	TEAM LEADER
DEPARTMENT:	CARE & SUPPORT
REPORTS TO:	AREA MANAGER/HOME MANAGER
LOCATION:	FLEXIBLE:
HOURS:	UP TO 38 HOURS PER WEEK:
JOB PURPOSE:	To carry out a range of tasks, as part of a team providing 24 hour care, support, leisure and social activities. Promoting the independence of service users with support needs and enabling them to live as full a life as possible and remain in their own home or have quality time in a residential service.
DIMENSIONS:	Manage the provision of care and support. Manage the provision of social and leisure activities. Manage the day to day running of the service. Manage staffing levels and ensure standards of performance are met. Manage budgetary requirements in line with current standards.
PRINCIPLE ACCOUNTABILITIES:	<ol style="list-style-type: none">1) Manage the provision of care and support to service users.2) Manage the provision of social and leisure activities to service users.3) Manage the performance of staff.4) Manage the day to day running of the service.5) Manage the administration of current policies and procedures.6) Ensure accurate administrative records are maintained.7) Ensure your knowledge and skills are regularly shared, reviewed and updated

NATURE AND SCOPE:

- You will assess, draw up, implement, monitor and review Person Centred/ Support / Health Action Plans. You will manage the key worker process ensuring the required level of resource is available.
- You will establish and maintain good liaison with service users, their families, residential care staff and external professionals. You will ensure that adequate information is provided to service users to encourage and enable them to make informed choices and participate in the management of their Person Centred/ Support/ Health Action Plans. You will see service users as individuals and recognise their qualities, values and rights.
- You will ensure service users receive support and assistance to build social networks. You will ensure staff enable service users to establish links within the local community, pursue leisure interests, social and other activities including education and employment.
- You will manage the administration of current policies and procedures. You will ensure that the health and safety of the service users is maintained at all times.
- You will have a willingness to work out of hours and take part in the on-call system. You will provide direct support to service users as required.
- You will ensure you and your staff maintain a high standard of recording and that staff contribute to assessment and review reports having regard to confidentiality.
- You will be responsible for monitoring the performance of staff and ensuring the required standards are met. This will include providing supervision and appraisal of staff on a regular basis in line with current policies and procedures.
- You will be responsible for the day to day running of the services. This will include drawing up staff rota's to reflect the needs of service users, the recruitment and selection of staff and monitoring expenditure.
- You will ensure the services are run to the standards of professional practice established by yourself and agreed with the Home Manager/Area Manager. This will be in accordance with agreed policies, procedures and practice, inclusive of Legislation and Health and Safety at work requirements.
- You will actively participate in individual supervision, appraisals, team meetings and meeting your self development needs.
- You will carry out all duties in accordance with the Equal Opportunities Policy.
- You may be required to work in other services to provide a flexible and comprehensive programme of care and support to individuals.
- You will undertake any other duties necessary to this post as delegated by the Home Manager/Area Manager.

**WELMEDE HOUSING ASSOCIATION - PERSON SPECIFICATION
TEAM LEADER**

	QUALIFICATIONS	Essential	Desirable
1.	NVQ Level 4.		•
2.	Ability to undertake NVQ Level 4.	•	
	EXPERIENCE		
3.	A minimum of two years experience in social care, preferably with people with learning disabilities.	•	
4.	Experience of implementing care and development plans.	•	
5.	Experience of dealing with people on a one to one basis.	•	
6.	Experience of managing/leading a staff team.		•
7.	Experience of working effectively alone and without supervision.	•	
	ABILITIES		
8.	Ability to work on own initiative as well as part of a team.	•	
9.	Ability to lead a staff team.	•	
10.	Ability to promote good relations with outside agencies.	•	

11.	Ability to provide and participate in supervision on a regular basis.	•	
12.	Ability to write clear reports and make recommendations.	•	
13.	Have good organisational skills.	•	
14.	Able to contribute to the development and promotion of the service.	•	
15.	Ability to climb stairs.	•	
KNOWLEDGE AND UNDERSTANDING			
16.	An understanding of learning disabilities and the support needs of the client group.	•	
17.	An understanding of the principles of supported living/CQC requirements	•	
18.	Knowledge and understanding of enabling people with a learning disability to achieve their maximum potential.	•	
19.	Knowledge and understanding of the keyworker role in care and development programmes.	•	
20.	Understanding of budget management.		•
21.	Knowledge and understanding of equal opportunities legislation and anti-discriminatory practise.	•	
22.	Knowledge of relevant legislation (i.e. Valuing People, Care Standards Act)		•
23.	Knowledge of welfare benefits and welfare rights.		•

	OTHER REQUIREMENTS		
24.	Car driver and use of car for work	•	
25.	Able to work out of hours and cover the on call system as required	•	
26.	Demonstrates a good attendance record Applicants will be required to demonstrate that this can reasonably be achieved by them detailing their absence record including dates and reasons for each period of absence over the last two years and by completion of a medical questionnaire and assessment by Occupational Health. Account will be taken of the nature of absences such as one off medical complaints, pregnancy-related illness and DDA related illness	•	
27.	Able to use computer for rotas, emails, general documents.	•	

**These are the competencies and behaviours that we require our Line Managers to demonstrate
Management Competencies – Senior Support Workers/Team Leaders**

Competencies	Description
<p>Managing the Team Manages and motivates the team to continually improve performance.</p>	<ul style="list-style-type: none"> • Sets an example to the team by own approach and attitude • Gets the best out of people by developing the skills and experience of self and team • Ensures equality & diversity issues are integral to service delivery • Recognises when it is necessary to take a firm but appropriate line • Supports & encourages good work-life balance in the team
<p>Delivering and Continually Improving Services Is able to link the daily work of the team to overall service objectives and deliver continually improving results</p>	<ul style="list-style-type: none"> • Ensures the team understand how they contribute to achieving operational objectives • Is focused on continually improving performance of self and team and gives regular, constructive feedback on team/individual performance • Challenges poor performance appropriately • Is positive about improving the service and identifies potential benefits for the service user • Consults team and others, inside and outside Welmede, for • Ideas on improvement
<p>Communicating Ensures people are kept informed and encouraged to express constructive views and opinions.</p>	<ul style="list-style-type: none"> • Uses appropriate and precise methods of communication • Communicates positively and respectfully • Checks others' understanding • Clearly explains and justifies decisions made elsewhere • Encourages team members to think about and suggest improvements
<p>Making Informed Decisions Ensures decisions are linked to operational objectives and Improvement.</p>	<ul style="list-style-type: none"> • Considers implications of proposed decisions • Ensures decisions link to continually improving performance • Uses problem solving as a method of improving the service • Seeks clarification or challenges appropriately • Explains decisions appropriately • Manages resources effectively

Competencies	Description
<p>Working Together Works well with colleagues in the team and the service to get things done and contributes to a positive team spirit.</p>	<ul style="list-style-type: none"> • Understands the benefits of working together • Promotes and contributes to partnerships to continually improve services for the service users • Networks effectively internally and externally
<p>Putting the Service User First Understands that the team is there to provide services for the service users and to work together to improve services.</p>	<ul style="list-style-type: none"> • Recognises the importance of the service users input to improving the service • Ensures team is focused on serving the service users as the first priority • Seeks feedback from the service users on the quality and appropriateness of service delivery. • Is positive about Welmede and the service it provides

Assessment

- Role Model - could coach others (RM)
- Very effective (VE)
- Effective (E)
- Further Development Required (FD)

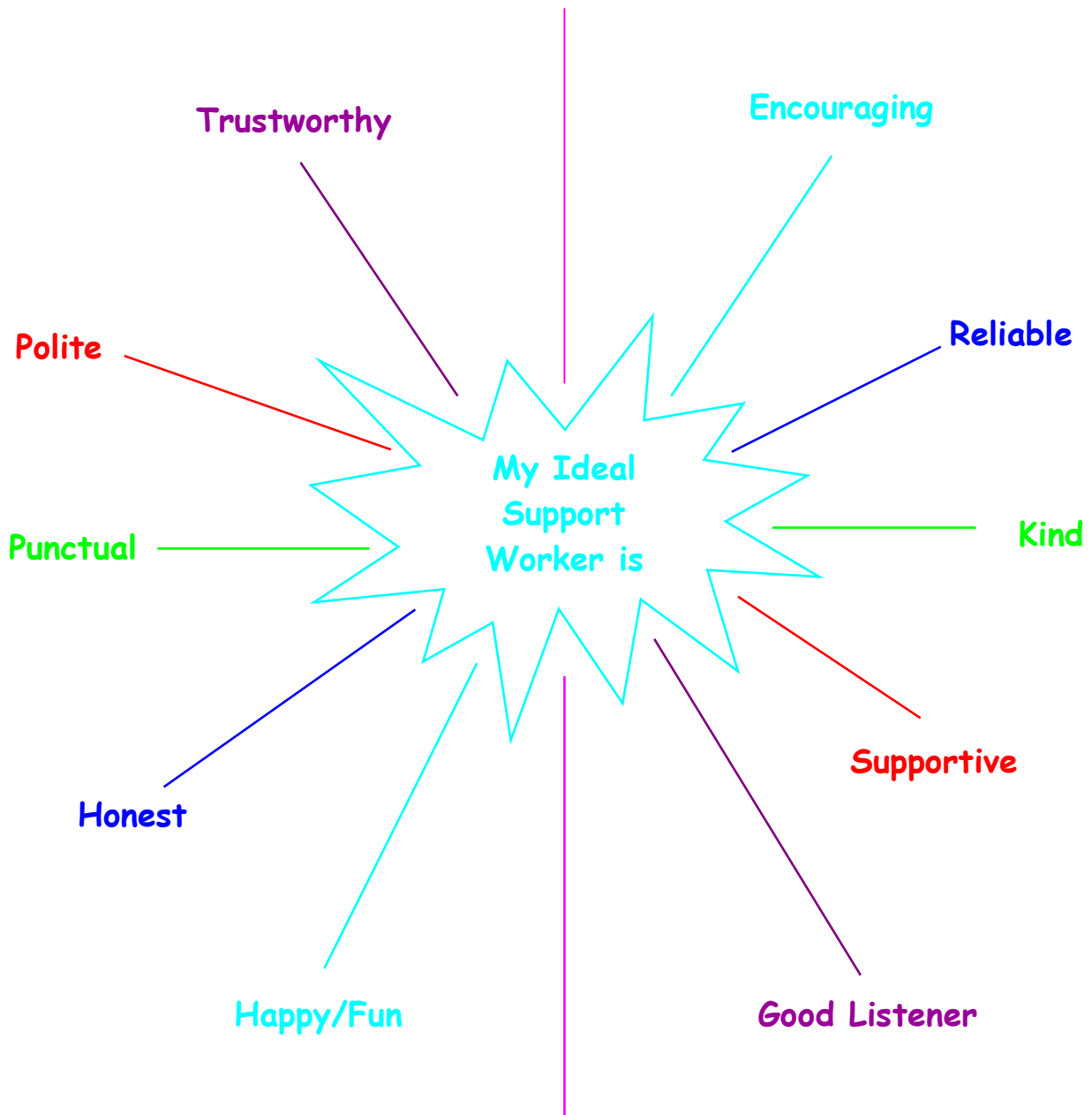
Management Competency Framework



Senior Support Workers/Team Leaders



Understanding



Good Communicator

The above list of qualities a Support Worker should have was put together by Service Users at the 2008 Service User Day.