# JOB PROFILE

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| **Job Title:**  | **Short Breaks Team Leader**  |
| **Department:**  | **SEND**  |
| **Grade:**  | **SO2**  |
| **Location:**  | **Disabled Children Resource Centre**  |
| **Responsible to:**  | **Principle Short Breaks Leader**  |



PO1

Principal Short Breaks Leader

New Post

# Main Purpose of the Job

The Disabled Children Resource Centre provides a wide range of Services and Short Breaks to Disabled Children and their families. The centre is open 7 days a week. The Short Breaks Team Leaders reports to the Principal Short Break Leader and will deputise in their absence, and act with their Team leader colleagues as a management team.

The Short Breaks Team Leaders are required to:

* Be responsible for the day to day running of the Resource Centre
* Lead and manage a team of play workers who deliver a programme of activities for Disabled children and their families.
* To plan these activities which can be at either of the Resource Centres, offsite on activities, or with other partners, or on holidays away with the children.

All Short Breaks Leaders are expected to work across the week to cover the service as needed, this includes routine and regular weekend and evening work.

# Main Duties and Responsibilities

* To take on all tasks in relation to the day to day running of the centres.
* Deputise for Principle Short Breaks Leader in all aspects, including attending panels and accepting referrals.

* Make day to day decisions on service delivery for all the groups/activities. This can include Afterschool, weekend, Holiday play schemes. Plus, Inclusion in mainstream services and Home care.
* Ensure all Regulations regarding Ofsted and CQC are adhered to always
* The supervision and management of up to 10 play workers (including appraisals & professional development, sickness monitoring, performance management, leave approval).
* Ensure that all children and families who attend the centres have a professional service on offer for them.

# Work with children/Young People

* Co-ordinating activities based at or run from the centre, including identifying lead workers for the activity, risk assessing on site and off-site activities, promoting these activities on the website and to other agencies.
* Set up clear plan and targets for all groups and activities.
* Developing programmes of activities for daytime, afterschool, weekend, and holiday sessions.
* Book transport for these activities as needed.
* Managing and running these clubs daily including supervision of Staff, setting up rooms, planning and organising.
* Assessing Children and Young people for the Resource Centre Services and inputting them onto the computer systems which include Data recording sheets. This includes Risk assessments and Referral sheets.
* Reviewing 1:1 support arrangements for Individual children and young people on a regular basis.
* Reviewing all children’s profiles, moving, and Handling plans, Behaviour plans and ensuring Risk assessments are current and up to date
* Ensuring all these clubs and activities comply and meet Ofsted, CQC regulations and standards.
* Overseeing home care arrangements and setting up home care packages which includes visiting families in the community, setting up contracts with the families and following through any issues arising as needed.
* Arranging emergency provision which may mean working unsocial hours.
* Setting up Inclusion services in mainstream providers.

**Work with Parents/carers, staff, and other agencies.**

* Providing Information and advice for families and children who access the centre as part of the core offer
* Seek regular feedback from families and young people on the activities provided at the centre including using alternative means of communication including PECS and Makaton.
* Raising complaints and concerns with further investigation
* Attending Network meetings with SW and other professionals involved in a child care package.
* Working closely with colleagues in Children with Disabilities team, Fit for Sport, and Youth Provision to develop services.
* Work closely with schools to ensure consistent care across the settings.
* Be part of the Short breaks training program providing training to parents and other partners. This can be through the “The train the trainer” model.

**Health, safety, and welfare.**

* Be part of the Day to Day running of the centres including opening/closing centres,
* Daily Health & Safety Checks, reporting any issues as needed. And provide a safe and stimulating environment for all families and workers.
* Ensure the centres rotas are current and relevant providing staff as needed throughout the day.
* Attend relevant training as needed
* Providing 1:1 supervision for workers and yearly appraisals
* Ensure all workers are attending training as needed.
* Providing training and mentoring to play workers
* Recruiting and Interviewing for new workers
* Identifying gaps in service and developing services to fill them with the Manager
* Being on an on- call rota at weekends and evenings.
* Carrying out work in evenings and at weekends as required.

**General Duties.**

* To ensure that any necessary administrative procedures are undertaken that will meet the needs of the Centre. This includes monitoring budgets and workers time sheets, and invoicing.
* Ensure Data and monitoring sheets are updated weekly or as needed.
* Be responsible for a budget in a delegated area ensuring Audit trails and accountability.
* Ensure all promotion materials are current and accessible, this includes the website
* Attend promotional events as needed
* Any other duties as defined by the Manager
* Each Team leader will hold responsibility for up to 4 of the following areas of work

*Holiday Play schemes Siblings*

*Afterschool club School visits*

*Saturday club Profiles*

*Afterschool Activities Holiday Activities*

 *Training Inclusion*

*South Under 5’s Activities*

*Home care Charity events*

*Website*

*Family Days*

*Holiday Project*

*Participation*

**All staff are expected to carry out their job in compliance with the Councils Constitution. This means being familiar with the policies and procedures relevant to the job and asking for information and advice if you are unsure of the correct course of action. The Council’s Constitution is published on the Internet.**

# The duties and responsibilities outlined in this job profile are

**indicative of the role; however, they are not exhaustive and may be subject to change. In addition, you will be required to undertake other reasonable duties as directed by your manager.**

**THE LONDON BOROUGH OF HAMMERSMITH AND FULHAM**

# PERSON SPECIFICATION

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| --- | --- |
| **Job Title:**  | **Short Breaks Leader**  |
| **Department:**  | **SEND Disabled Children Resource Centre**  |
| **Grade:**  |  |

Listed below are the key requirements and behaviours needed to undertake this job. These will form a key part of the decision process. Some of the criteria are essential, whilst others are desirable.

In addition to these requirements and behaviours, all jobs within the Borough demand a satisfactory and reliable level of attendance and work performance, and good standards of conduct and personal behaviour. Evidence for these will be sought as part of the recruitment process.

If you are a job applicant, you should ensure that you meet the essential criteria set out below as a minimum, and give appropriate evidence in your application. Failure to do so will mean that regrettably your application will not be successful.

# Technical and Job Specific Requirements Essential Desirable

* Qualification in childcare- Level 5 or working towards it x

* Extensive experience of working with Families who have a x Disabled Child.

Experience of running a busy centre providing a variety of x

Short breaks

* Experience of running groups and activities x

* Experience of supervising and managing staff x

* Experience of Risk Assessing play activities x

# Essential Desirable

* Experience of meeting deadlines x

* Experience of managing budgets and producing spreadsheets x With costings
* Experience of working with partners in CWD, Health and Play x

* Experience of Training x

* Good IT Skills including word, power point, clip art and Internet x

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#  Key Behaviours

The Council has developed a framework to help its employees be clear about what type of behaviour is expected of them in a role. This is known as the **Performance Development Framework**, and identifies in total 13 key behaviours that have been grouped into four clusters. These four clusters are reasoning, engagement, achievement, and leadership (REAL). All roles at Hammersmith and Fulham have been profiled against the 13 key behaviours, and whilst all behaviours are important typically six to eight have been identified as critical to a role

Below are the key behaviours that have been identified critical to **this** role, with examples of good practice associated with that behaviour.

If you are an applicant applying for a vacancy, you should aim to give examples of how you have positively exhibited **each** of these behaviours in the past, but you do not need to address every example/indicator. Please keep your responses concise.

# Behaviours - Reasoning Cluster Planning and Prioritising Essential Desirable

***Managing time, resources and competing priorities in a structured, effective way***

The following examples are indicators of effective behaviour:

* Ensures plans and strategies flow from broader business group and Council plans
* Makes use of appropriate planning techniques, including project management methodologies where applicable
* Seeks feedback on plans from others
* Steps back to re-plan and reschedule when plans fall behind schedule
* Monitors plans and progress, taking corrective action where needed

# Organisational and Political Awareness Essential Desirable

***Understanding the way things get done within Hammersmith and Fulham. Being sensitive to organisational culture and subcultures, power relationships, politics and personalities and shaping your approach accordingly***

The following examples are indicators of effective behaviour:

* Understands how the work of other team and business groups have an impact on own responsibilities and achievement
* Uses networks and personal relationships beyond own work area to inform decision making
* Can see links, dependencies and barriers affecting work progress
* Identifies the critical issues driving key players, and shapes plans accordingly
* Uses formal and informal channels to influence outcomes

# Solution Focus Essential Desirable

***Interprets and analyses information and problems, and seizes opportunities to implement innovative/creative solutions***

The following examples are indicators of effective behaviour:

* Interprets complex data, quickly identifying key issues
* Overcomes obstacles and barriers to progress through new and creative means
* Encourages and supports others in the team to share their ideas
* Constantly looks for new and better ways of doing things
* Quickly adapts to and champions new working practices and technology

**Behaviours - Engagement Cluster**

# Communication Essential Desirable

***Conveying information and arguments clearly, improving understanding and fostering engagement and support***

The following examples are indicators of effective behaviour:

* Effectively prepares and confidently presents written and verbal arguments, supported by evidence and clear rationale
* Maintains emotional control throughout tense/difficult situations
* Recognises verbal and non-verbal cues/messages during discussions with others
* Takes time to check understanding, take questions, clarify uncertainty
* Is upbeat, positive, and sincere when seeking commitment from others

# Working in Partnership Essential Desirable

***Fostering rapport, mutual respect and cooperation with colleagues, customers/clients/partners in pursuit of common interests***

The following examples are indicators of effective behaviour:

* Offers support and advice to colleagues
* Listens, asks questions and looks for common ground
* Actively develops networks and relationships beyond immediate work area
* Is inclusive, values and encourages diverse perspectives and views
* Looks for opportunities to share best practice, knowledge, ideas and plans across and between professional silos/service areas

# Change Focus Essential Desirable

***Being open, positive, and responsive to changes in the work environment and working practices and contributing to the facilitation of successful organisational change***

The following examples are indicators of effective behaviour:

* Seeks out the rationale for organisational change
* Takes a pro-active role in change activities beyond own responsibilities
* Thinks through the impact of legislation likely to affect own responsibilities
* Looks for opportunities to improve working practices across team and beyond
* Takes a leadership role in supporting the team through change initiatives

# Inclusiveness Essential Desirable

***Understanding different views and needs and adapting behaviour to contribute to a work environment that embraces diversity and uses diverse perspectives to drive performance improvement***

The following examples are indicators of effective behaviour:

* Encourages and values the contribution of others
* Is aware of and acknowledges unspoken tension or conflict in a situation
* Accurately interprets body language
* Adapts approach to reflect the different needs of customers or colleagues
* Takes the time to understand different points of view or need

# Professionalism Essential Desirable

***Maintaining the highest possible standards of performance, striving to get things right the first time – working to enhance and manage Hammersmith and Fulham’s reputation always***

The following examples are indicators of effective behaviour:

* Sets stretching work goals and targets
* Works with order and purpose, evidencing a respect for hierarchy and due process
* Runs structured meetings that run to time
* Respects the dignity of affected parties when challenging the status quo or long-standing practices
* Puts the needs of the Council before own interests and agenda

# Drive to Achieve Essential Desirable

***Maintaining focus, drive, and energy to see things through and deliver the highest possible standards for our residents***

The following examples are indicators of effective behaviour:

* Stays focused on goals, deadlines, and outcomes
* Encourages others to raise their standards and acts as a role model
* Demonstrates resilience when encountering problems, or setbacks
* Rises to challenges, looks for opportunities outside of comfort zone
* Willingly takes on new work, increasing responsibilities and the ‘next thing’ on the agenda

# Customer Focus Essential Desirable

***Putting the customer at the very heart of what we do, understanding their diverse and everchanging needs, and shaping the service offered accordingly***

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|  The following examples are indicators of effective behaviour:  * Acts promptly to ensure errors or mistakes are not repeated
* Role model’s customer service across the team, demonstrating a clear customer-service ethos
* Goes the extra mile for customers, ensuring their satisfaction is paramount
* Develops systems and processes that are easy for the customer to use  Invests time in keeping up to date with new developments in the service

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**Behaviours - Leadership Cluster**

# Leading and Coaching Essential Desirable

***Guiding, motivating, and supporting individuals and teams towards the achievement of common goals***

The following examples are indicators of effective behaviour:

* Mentors and guides staff, tapping into their strengths and encouraging them to achieve their full potential
* Shares management information willingly with the team, seeking their views and opinions
* Keeps the team informed of wider Council priorities so they understand how they contribute to them
* Allows staff freedom and autonomy to get things done using different approaches, encouraging them to find their own solutions to problems
* Takes time to coach, support and encourage staff to improve performance

# Managing Business Performance Essential Desirable

***Managing resources, finances, and performance expectations differently to drive business and service performance – accepting personal accountability for own results and those of the team***

The following examples are indicators of effective behaviour:

* Sets clear individual and team expectations, reviewing progress and achievements with the team regularly
* Manages finances prudently, managing contracts and dependencies tightly
* Delegates routine tasks appropriately, empowering and developing staff
* Differentiates performance levels between staff at review
* Encourages continuous performance improvement

# Recognising Achievement Essential Desirable

***Acknowledging, praising, rewarding, and thanking staff and colleagues for their contribution, performance, effort and/or progress***

The following examples are indicators of effective behaviour:

* Understands the business link between recognition and performance improvement  Accelerates the development of high performing staff, increasing responsibilities and opportunities for new work
* Publicly credits the team or individuals, putting them on the ‘radar’ of more senior staff, passes on positive feedback from colleagues
* Encourages development and growth internally, across business groups beyond the Council
* Implements simple team-based reward ideas