

## Job Description & Person Specification

Position: Team Leader

Reports To: Registered Home Manager / Deputy Manager

Responsible for: Support Workers

Contract: Permanent

Hours Per week: 36

### Our Values and Behaviours

To act in accordance with “Our Values and Behaviours” at all times when delivering your role, ensuring that “Kindness”, “Respect”, “Belonging”, and “Empowerment” are fundamental to your behaviour.

<p><b>Kindness</b></p> <p>We create an environment where everyone can thrive.</p> <p><b>Our behaviours:</b>          Empathy – We understand diverse perspectives and experiences.          Compassion – We are considerate of others and are generous with our time.          Supportive – We build and maintain positive relationships.</p> 	<p><b>Respect</b></p> <p>We respect people’s human rights and act with integrity.</p> <p><b>Our behaviours:</b>          Dignity – We value and respect people, recognising their right to choice.          Integrity – We do the right thing even though no one may be watching.          Fairness – We treat others how we would wish to be treated ourselves.</p> 	<p><b>Belonging</b></p> <p>We pride ourselves on being a Norwood Family.</p> <p><b>Our behaviours:</b>          Trust – We build a safe environment for people to flourish.          Inclusivity – We value difference and celebrate diverse voices.          Collaboration – We connect with others to form a positive community.</p> 	<p><b>Empowerment</b></p> <p>We enable people to reach their potential.</p> <p><b>Our behaviours:</b>          Accountability – We make a positive impact and get things done, owning our actions and decisions.          Innovation – We encourage people to be curious.          Ambition – We strive for success in everything we do.</p> 
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### Policies and Procedures

In addition to undertaking the accountabilities as outlined below, the post holder will be expected to fully adhere to all Norwood policies and procedures which are referenced in the employment contract and Norwood's intranet.

### Role Summary

This role supports the delivery of high-quality, person-centred care within the care home, ensuring full compliance with regulatory standards and organisational expectations. You will coach and develop support staff, embed personalised approaches that promote dignity and independence, and support the Home Manager in

maintaining safe, effective, and well-governed operations. The focus is on consistent care quality, strong team capability, and positive outcomes for the people we support

**Key Accountabilities**

1. To oversee the delivery of care and support within the home and make sure that the quality of service and the support provided meets and exceeds all the requirements of the Essential Standards for Quality and Safety.
2. To ensure that each person living in the home is given information and advice in an accessible way that enables them to make informed decisions about their care and support.
3. To lead, coach and mentor support workers to ensure that each person living in the home receives personalised support which is dignified, flexible, appropriate to their needs and promotes their rights and responsibilities.
4. To take the lead in ensuring that the care and support provided is person-centred, adopting the principles of Person Centred Support for every person living within the home.
5. To ensure that Person Centred Plans, Individual development and strategies are developed that promote and support active citizenship within the local and wider community and maximise choice and independence.
6. To support the Home and Deputy Manager in the recruitment, training, supervision, and appraisal of support workers within the home ensuring that they are fit to support the delivery of the service in line with CQC governance.
7. To support the home manager in all aspects of support in the home including finances, rosters, reporting, maintenance and Health and Safety.
8. To work to continuous person development by maintaining qualifications, attending regular update meetings and undertaking all training relevant to the role and organisational and legislative requirements.
9. To keep and maintain adequate records and undertake effective reporting as required by the Health and Social Care Act (2008), Local Authority Contracts, Norwood policies and any other applicable legislation.

**Person Specification**

	Essential	Desirable	Evidence

<b>Qualification(s)</b>	<ul style="list-style-type: none"> <li>▪ Willingness to work towards QCF Level 3 (NVQ 3)</li> </ul>	<ul style="list-style-type: none"> <li>▪ A relevant care qualification</li> <li>▪ QCF Level 3 or NVQ 3</li> </ul>	Cover Letter / CV / Onboarding
<b>Experience</b>	<ul style="list-style-type: none"> <li>▪ Care and Support of Adults with Learning Disabilities</li> <li>▪ Person centred planning, care and support planning and risk assessment</li> <li>▪ Person centred approaches</li> </ul>	<ul style="list-style-type: none"> <li>▪ Delivery of culturally specific services</li> <li>▪ Monitoring staff performance</li> <li>▪ Coaching and Mentoring</li> <li>▪ Life Long Learning services for adults with Learning Disabilities</li> <li>▪ Work in a residential setting including supervisory responsibilities</li> </ul>	CV / Interview / Onboarding
<b>Knowledge &amp; Training</b>	<ul style="list-style-type: none"> <li>▪ Current legislation including Health and Social Care Act (2008) and Health and Safety at Work</li> <li>▪ Good level of literacy and numeracy</li> <li>▪ Basic IT systems including Outlook, Word, Excel and Powerpoint</li> </ul>	<ul style="list-style-type: none"> <li>▪ Understanding of right care right support right culture</li> </ul>	Cover Letter / CV / Interview
<b>Personal Qualities &amp; Attributes</b>	<ul style="list-style-type: none"> <li>▪ Highly motivated and committed to personalisation</li> <li>▪ Knowledge of self and effect on others</li> <li>▪ Willing to challenge and offer balanced reasoning</li> <li>▪ Excellent time management</li> </ul>	<ul style="list-style-type: none"> <li>▪ Full clean driving license</li> </ul>	Cover Letter / CV / Interview



All roles require a DBS check and satisfactory clearance under Norwood's safer recruitment policies. We are committed to safeguarding the wellbeing of our people and maintaining a respectful, safe environment.

This job description is not exhaustive and may be updated as accountabilities evolve.