



Care Staff Team Leader Job Description

Position Title	Care Staff Team Leader
Location	Orchard Manor School
Reporting to	Assistant Principal
Grade	F
Effective date of JD	16 th April 2018
Job Number	G.0213

Job Purpose including main duties and responsibilities:

- To work in a part residential/part day special school for 160 children with challenging behaviour and complex needs, including behavioural difficulties, high anxiety and autism.
- To meet the social, emotional and educational needs of children who have statements of special educational need or Education Health and Care Plans.
- Work as an integral member of the Senior Care Team and the broader whole school Team, with specific responsibility for a house care staff team.
- To attend regular training sessions and courses when required or as appropriate
- Take responsibility for Health and Well Being of all children in the nominated house block where you will work as senior.
- To administer and secure all drugs, including controlled drugs, on school premises in line with current legislation and guidance.
- To ensure children participate in after school activities, ensuring a breadth of opportunities for all pupils.
- Undertake risk assessments associated to after school activities and activities in your house block.
- To support in the provision of a caring, stimulating and secure environment for each student through effective, high quality professional leadership.
- To offer full support to your team members and the Care Team as a whole.
- Carry out duties/tasks that have been directed by the Deputy Principal Care and Assistant Principal Care.
- To coordinate and monitor annual review reports for each child in your care.

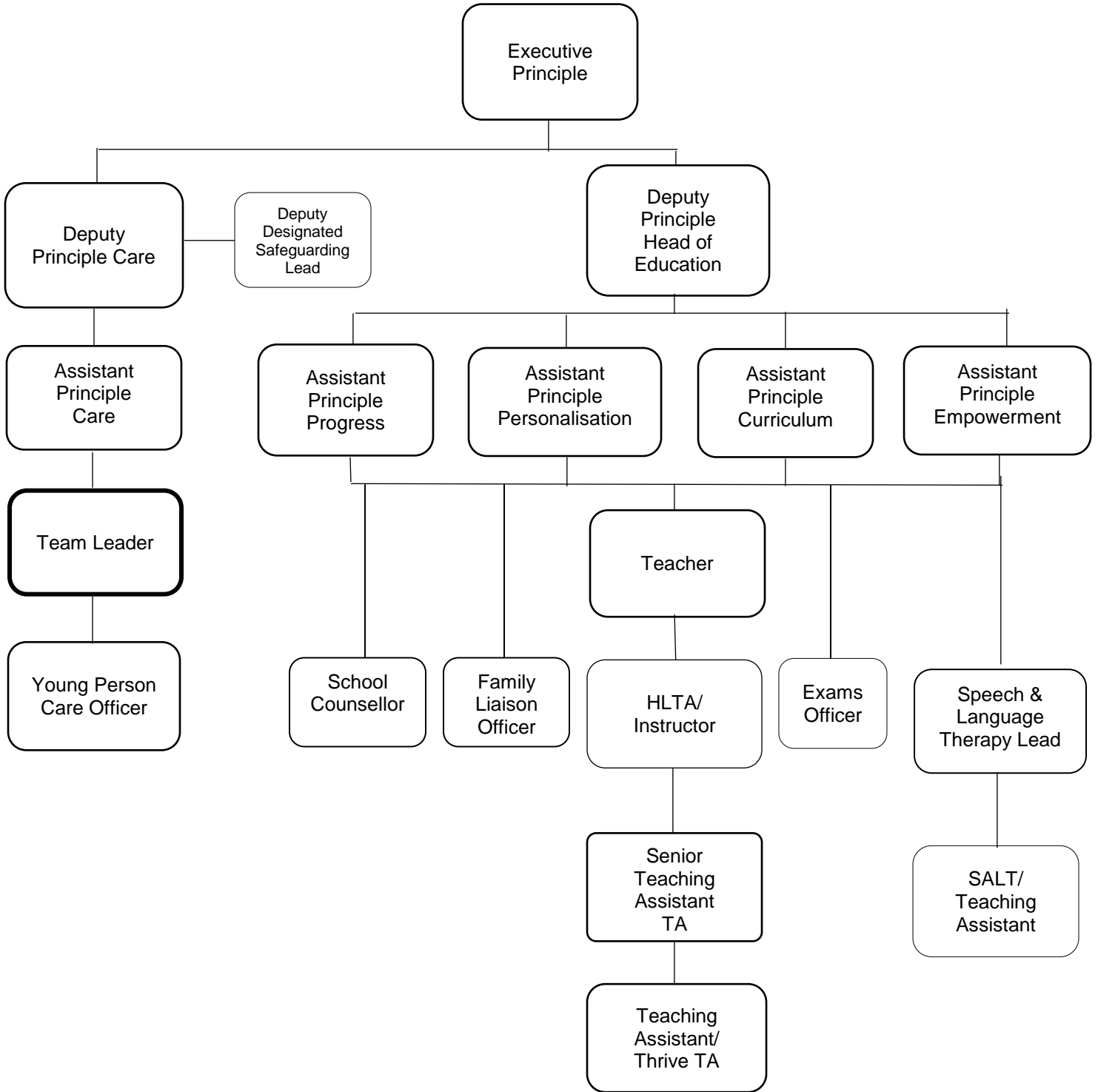
- To support colleagues in liaising directly with all support services associated to the work of the school.
- To have a full understanding of the Health and Safety at Work Act with regard to how it affects the residential houses.
- To have a full understanding of the Fire Safety Regulations and attend regular training associated with this part of the role with regard to how it affects the residential houses.
- To have a full understanding of the OFSTED Care Inspection framework, other associated legislation and expected outcomes.
- Ensuring all record keeping and filing systems are up to date, accurate and maintained to a high standard for each student in accordance with legislation and school policy.
- Enable students to establish and maintain positive relationships with staff peer groups and families.
- To support with the daily behaviour management system in school, coordinating team members where appropriated or required.
- To undertake training and use de-escalation and positive handling strategies where required.
- To be an approachable member of the whole school team, dealing with students, staff and family members.
- Be able to establish and maintain co-operative, professional relationships with all external agencies involved with the children.
- Have excellent communication and administrative skills.
- To be an effective manager using de-escalation techniques to diffuse situations that arise with challenging and sometimes violent students.
- Work with potentially volatile, abusive (and at times dangerous) students and associated individuals.
- To take the lead as a senior member of the team on projects or areas of specific responsibility as designated by the Deputy Principal Care and Assistant Principal Care.

Person specification: Team Leader (Grade F)

Attribute	Essential	Desirable	Method of Assessment
Management	<ul style="list-style-type: none"> ◦ Proven experience of working in a care setting/residential school. ◦ Working as part of a team. 	<ul style="list-style-type: none"> ◦ Management experience of a staff team 	<ul style="list-style-type: none"> ◦ Application form and references. ◦ Demonstrate at interview.
Experience	<ul style="list-style-type: none"> ◦ Recent or relevant work within a residential care environment. ◦ NVQ3 in child care or equivalent. ◦ Up to date knowledge of child protection procedures 	<ul style="list-style-type: none"> ◦ Time management experience. ◦ Relevant school experience 	<ul style="list-style-type: none"> ◦ Demonstrate knowledge at interview. ◦ References.
Practical Skills	<ul style="list-style-type: none"> ◦ Ability to work under own initiative ◦ Ability to plan ahead. ◦ Ability to prepare for any given situation ◦ Work under the direction of the Vice Principal Care ◦ To work constructively as part of a team. ◦ Ability to work in a demanding environment. 	<ul style="list-style-type: none"> ◦ Budget management experience. 	<ul style="list-style-type: none"> ◦ Application form. ◦ References ◦ Demonstrate knowledge at interview.
Communication	<ul style="list-style-type: none"> ◦ Ability to relate well to staff at all levels. ◦ Effective and sensitive to the needs of others. ◦ Ability to work constructively as part of a team. ◦ Take responsibility for own role and know responsibilities of others in the team. 	<ul style="list-style-type: none"> ◦ Experience of supervision work. 	<ul style="list-style-type: none"> ◦ Demonstrate knowledge at interview.
Personal Qualities	<ul style="list-style-type: none"> ◦ Able to manage under pressure ◦ Able to set a good example to colleagues and students ◦ Able to build positive relationships with colleagues and difficult/challenging children ◦ A good health record. ◦ Experience of dealing with difficult children. 	<ul style="list-style-type: none"> ◦ 	<ul style="list-style-type: none"> ◦ Demonstrate knowledge at interview.
Strategic Thinking	<ul style="list-style-type: none"> ◦ Manage day to day needs of individual children and staff ◦ Manage resources and problem solve on a daily basis. ◦ Must be able to 'think on your feet' ◦ Adaptable and willing to accept staff direction. ◦ Ability to work as part of a team whilst still maintaining a leadership role. ◦ Effective communicator at all levels. 	<ul style="list-style-type: none"> ◦ 	<ul style="list-style-type: none"> ◦ Demonstrate knowledge at interview. ◦ In tray exercise.
Technology / IT Skills	<ul style="list-style-type: none"> ◦ IT experience 	<ul style="list-style-type: none"> ◦ 	<ul style="list-style-type: none"> ◦ Application ◦ Demonstrate knowledge at interview.
Education and Training	<ul style="list-style-type: none"> ◦ NVQ3 in Child Care or other equivalent qualifications. ◦ Training in recent developments with regard to OfSTED Care standards. ◦ PIPs 	<ul style="list-style-type: none"> ◦ NVQ4 ◦ Basic Food Hygiene Certificate 	<ul style="list-style-type: none"> ◦ Application form. ◦ Demonstrate knowledge at interview

			◦ Certificates.
Equal Opportunities	◦ Devon County Council and it's staff have a Statutory obligation to implement anti-discriminatory and equal opportunities when carrying out their duties	◦	◦ Demonstrate knowledge at Interview
Physical	◦ Able to carry out the duties of the post with reasonable adjustments where necessary	◦ Manual Handling training.	◦ OH1
Other relevant factors	◦ Commit and conform to DCC Customer Service Standards	◦	◦

Orchard Manor School Structure Education & Care



Supervision and Management:

- Management of at least 3 Care Staff and carries out supervision and appraisals for these individuals.
- Relate any concerns or future development to the school Principal.
- Cover for absent colleagues.
- Day to day management of the House Team ensuring rotas are covered and prepared in advance of change etc.
- Continued risk assessment of group dynamics and intervention/distraction in order to prevent escalation of conflict.
- Debrief, advise and support staff after involvement in aggressive incidents.
- Take a leadership role as part of the Senior Care Team.
- Work flexible hours by prior agreement with the school Deputy Principal Care and Assistant Principal Care.
- Undertake further training as directed by the evolving nature of the school.
- Attend offsite and onsite meetings as required.
- Attend evening and day meetings/residential conferences, as required by the role.
- Maintain an environment that is caring and safe for the children.

Creativity and Innovation:

- Every day problem solving such as staffing, resources and equipment and rota changes as required.
- Solution focussed flexibility is essential.
- Proactive and reactive thinking to respond in a positive and effective manner.
- High quality communication and interaction skills to effectively manage staff.
- High quality communication and interaction skills to effectively manage difficult and demanding students.
- Have an understanding of the needs of challenging and complex needs students who may require changes to accommodate their specific needs.
- To be an effective manager using de-escalation techniques to diffuse situations that arise with challenging and sometimes violent students.
- Work with potentially volatile, challenging (and at times dangerous) students and associated individuals.

Links with other officers, Service users or Members of the Public:

On a daily basis with:

- The School Principal
- Students who can display extreme or challenging behaviours
- Senior Management Team members
- Care Staff

- Teaching Staff
- Students
- Parents/carers
- Medication Coordinator.
- Kitchen Staff, Cleaners and Caretakers
- Special school colleagues and visitors to the school

On an occasional basis:

- Social Workers/EWO/EP/YOT/CAMHS, etc.
- Health service professionals.
- Police
- Restorative Justice Team
- School Governors
- Professionals on training placement at Orchard Manor School.
- Work Experience Students.

Levels of Responsibility:

- Take full responsibility for management and delegation of the house budget.
- To ensure all safeguarding procedures are followed as per school and county procedures.
- To administer and secure all drugs, including controlled drugs, on school premises in line with current legislation and guidance.
- To work in a part residential/part day special school for children with complex needs who can display extreme, challenging behaviour.
- To support the Deputy Principal Care and Assistant Principal Care as an integral member of the Senior Care Team and the broader whole school Senior Management Team, with specific responsibility for care staff, transport, medication and activities.
- Deputise for the Deputy Principal Care and Assistant Principal Care in their absence and assume shared responsibility for the residential provision
- Take responsibility for Health and Well Being of all children through a coordinated approach to activities after school.
- To assist in coordination of after school activities, ensuring a breadth of opportunities for all pupils.
- Undertake evaluation and moderation of all risk assessments associated to after school activities.
- To support in the provision of a caring, stimulating and secure environment for each student through effective, high quality professional leadership.
- To offer full support for the Deputy Principal Care and Assistant Principal Care.
- Carry out duties/tasks that have been directed by the Deputy Principal Care and Assistant Principal Care.

- To take responsibility for the school site as required and directed by the Deputy Principal Care and Assistant Principal Care.
- To assist in the daily coordination staff working rotas and sleep in duties.
- To coordinate and monitor annual review reports for each child in our care.
- To support and monitor the continuing professional development of the Care Team.
- To support with the daily behaviour management system in school, coordinating team members where appropriated or required.

Effects of Decisions:

- High in terms of Health and Safety.
- High for Safeguarding and Recruitment.
- Budgets to be managed in order to offer good value for money.
- cover to be a priority ensuring adequate staffing in all areas.
- Effective decision making is essential to maintain the good order of the school as a whole.
- Effective decision making and use of initiative occurs on a daily basis to ensure both staff and children are well cared for and their safety is well maintained at all times across the 24hour continuum.
- Must be highly responsible with an excellent work ethic.

Resources:

- Shared responsibility for the maintenance and upkeep of the school house to which you are assigned.
- Responsible for checking suitability of rota including sleep in duties to ensure continuity of care within the residence. This included arranging cover when needed
- Responsible for order supplies needed to run an effective caring home environment such as food, domestic supplies and other resources needed.

Work Demands:

- Work demands are those associated to a busy residential special school where emergency procedures are used in difficult and demanding times.
- Demanding environment with students with complex needs who can display extreme and challenging behaviours, including at times violence and aggression. Demanding environment where deadlines have to be met and executed to the highest standard possible.
- The post holder will be an integral part of the Senior Care Team.
- Interruptions can be frequent and at times extreme as the school caters for very challenging students.
- The post holder must be able to make decisions under pressure on a reactive basis when required.
- The post holder will be expected to drive school transport in order to get children to and from school as required. At times the children may be in a highly agitated state.

Physical Demands:

- This role can be physically demanding due to the nature of the children the post holder will be working with.
- Work demands will be in accordance with both pre planned and problem solving outcomes on a daily basis.
- The post holder will be required to attend PIPS training which will be utilised on a daily basis within the work place as required.
- Keep all training up to date for PIPS and new initiatives alike.
- The post holder will also be required to operate equipment that is associated with this particular role.
- Working flexible and anti-social hours including sleep ins. As designated via the rota system.

Working Conditions:

- The demands made by students, staff and parents can be excessive at times. The post holder will have to manage these demands and prioritise accordingly.
- Work within the limitations set by the level of resources available and the equipment within this area of the school.
- Work in situations that are demanding, created by challenging and sometimes violent students.
- There is the potential for staff to get hurt in these situations and can be dangerous at times.

Work Context:

- Work within a special school for 160 children who display extreme levels of challenging behaviour. By definition the post holder will have contact with the children on a daily basis.

Knowledge and Skills:

- Must be sympathetic to the needs of the children at all levels.
- Full understanding of PIPS.
- Hold at least NVQ3 or associated qualifications in Child Care.
- An ability and willingness to use up to date information technology effectively.
- Up to date knowledge of behaviour management strategies.
- Knowledge of, and expertise in, a broad range of de-escalation techniques in order to defuse very difficult situations as they occur.
- Knowledge of and expertise in medication procedures and process. With a willingness to keep up to date with latest legalisation and procedures
- Knowledge of and expertise in Autism, Learning Disability and associated communication and interaction difficulties

- Willing to acquire and maintain appropriate Health and Safety certification.
- A full understanding of the importance of cleanliness and hygiene.
- Up to date knowledge of child protection procedures.
- Up to date knowledge of the Children’s Act
- Up to date knowledge of OFSTED Care inspection framework.
- Up to date knowledge of the relevant care related aspects of other inspection bodies such as OFSTED Education.
- Must be mentally agile, capable of thinking on your feet and think strategically, creatively, laterally, flexibly, with an open mind and under pressure.
- Able to work as a member of the whole staff team.
- Be adaptable and willing to accept guidance and training.
- Be an effective and confident communicator at all levels.
- Work under pressure, sometimes extreme and physically demanding.

***PIPs is a recognised BILD accredited form of positive intervention where staff are required to, where necessary, work with children on an individual basis when they are an ‘elevated risk’ to themselves or others around them.**

The programme includes regular training in physical intervention, recognition of physiological symptoms and de-escalation techniques and is used as a last resort. Therefore, in order to protect services and people using such exceptional risk reduction responses, minimum standards have been set within the PIPs framework

GLPC profile

SUP	CRE	CON	DEC DIS	DEC CON	RES	WK DEM	PHYS DEM	WK COND	C TXT	K&S	Score

Signatures

Job Description agreed by:

Line/Originating Manager:

Name: _____ **Signature:** _____ **Date:** _____

Head of Service/Head teacher:

Name: _____ **Signature:** _____ **Date:** _____

Health & Safety: Team Leader (Grade F)

Potential Hazards	Applicable to this job?	Action to be taken	<i>Examples of action to be taken (this list is not exhaustive)</i>
Display Screen Equipment	Yes	DSE Assessment required.	<i>Conduct regular workstation assessments through Cardinus software</i>
Electricity – fixed / portable	Yes	Compliance testing by UK Safety Management or similar accredited body	<i>Ensure PAT¹ certificates are up-to-date</i>
Manual handling	Yes	Arrange training	<i>Ensure J/H attends appropriate training</i>
Verbal / physical abuse	Yes	Staff Policy provides for code of conduct	<i>Ensure J/H is familiar with appropriate policies & procedures</i>
Work equipment	Yes	All work equipment to be assessed for appropriate use	<i>Ensure J/H is familiar with all equipment and its proper usage and maintenance</i>
Fire	Yes	Induction training. Fire Prevention Policy	<i>Ensure J/H is familiar with evacuation procedures and use of fire-fighting equipment (if appropriate)</i>
Environmental	Yes	Ensure all PPE is made available.	<i>Wear appropriate PPE²</i>
Isolation / lone-working	Yes	Lone Working assessment required.	<i>Ensure J/H is familiar with appropriate policies & procedures</i>
Slips, trips & falls	Yes	Health and Safety Policy	<i>Ensure J/H is familiar with appropriate policies & procedures</i>
Chemical	Yes	COSH assessment to be carried out for use of all chemical products	<i>Ensure J/H is familiar with appropriate policies & procedures and wears PPE if required</i>
Working with Vulnerable persons	Yes	Assisting children in a wide variety of activities. Job holder will need to be aware of policy and procedures.	<i>Ensure J/H is familiar with appropriate policies & procedures</i>
Premises related	Yes	Job holder will be operating in a variety of internal and external work areas.	<i>Ensure J/H is familiar with appropriate policies & procedures</i>
Transport risks	Yes	The post holder will on occasions be supporting children in school vehicles in order to access off-site activities.	<i>Ensure J/H is familiar with operation of vehicle(s) and safety procedures</i>
Working at heights	No	Any requirement for working at height to be referred to Caretaker/Site Manager.	<i>Ensure J/H wears appropriate PPE and follows safe system of work</i>
Other hazards not identified		To be dealt with on an individual basis if relevant	<i>Deal with on an individual basis,</i>

¹ Portable appliance test

² Personal protective equipment