

Job Description

Directorate Customers & Communities	Grade H
Service Independent & Supported Living	Job evaluation number
Reports to Independent Living Manager	Responsible for Senior Coastcall Responders Coastcall Responders Coastcall Support Assistants

Job purpose and role

- manage the 24/7 Independent Living response service and team of responders, with primary responsibility for service delivery in the south of our operating areas.
- Provide operational support to the Independent Living Manager in the overall delivery of independent living services across our operating areas.
- Support work to integrate our Independent Living service models and brands.
- Ensure that service delivery is effective and efficient, well managed and compliant with customer, contract and quality assurance expectations.
- Work collaboratively with colleagues in developing existing and new services and ensuring service viability and sustainability.
- Be a visible and effective leader, demonstrating and embedding a coaching style of leadership, modelling and promoting exemplary behaviour for employees and promoting a culture in line with our values:
 - Believe and trust in each other
 - Embrace and create change
 - Reflect and learn
 - Aspire and grow together.
- This role will be based in Scarborough & Whitby.

Main duties and key result areas

- Provide effective day-to-day management of the 24/7 team of Responders and Service Support Team in the south of our operating areas.
- Coordinate and manage daily activities of the Responder service.
- Ensure adequate staffing resources are available at all times, organising suitable cover for planned and unplanned absences in the team.
- Work effectively with the Team Leader (Monitoring Services) ensuring a seamless link between call handling and responder services.
- Work effectively with the Technology & Systems Coordinator ensuring a seamless link between equipment management and responder services.
- To be accountable and provide assistance and support to the Independent Living Manager in collating and managing service and staffing performance.
- Work with divisional colleagues in business and service development activities, maximising opportunities for marketing and promotion.
- Ensure services delivered under contract or through a service level agreement are compliant and meet standards set.
- Work with the Independent Living Manager and divisional colleagues in ensuring a robust 24/7 business continuity plan is managed and systems maintained.
- Ensure responder services are available 24/7.
- Provide OOH support and advice.
- Be flexible to work outside of core hours as required to effectively manage the Responder team and service delivery.
- Ensure that data and records in IT systems (e.g. PNC, TOM) are accurate, up to date, and retained compliantly.
- Identify opportunities to work with greater efficiency and agility across the team and in service delivery.
- Through the Service Support Team ensure effective administrative and support services are in place to assist the team, and providing excellent communication to customers and stakeholders.
- Through the Service Support Team ensure financial systems are set up and integrated into the corporate finance system, liaising with colleagues in finance as required.

Job Description and Person Specification

TEAM LEADER (Responder Services)

Document owner: Head of HR

- Lead on policy/procedure development and review for responder services.
- Support and assist projects and action plans to meet the requirements of Quality Assurance Frameworks (e.g. the TSA).
- To be a champion and brand ambassador for our services attending internal and external meetings as required.
- Embrace customer feedback and use customer insight to improve and develop staff and services.
- Provide support for the annual budget setting, monitoring, management and forecasting process.

The above is not an exhaustive list of duties required. You will be required to undertake any other reasonable duties in line with the purpose and grading of the role.

ALL employees are expected to:

- Live the company values so that the highest standards of customer care can be achieved
- Be committed to diversity and inclusion of all, promote value for money, efficient services, so that excellence in all that we do is pursued through continuous improvement
- Contribute to development of and strive to meet departmental, team and individual targets
- Participate in the staff appraisal and development scheme, one to one performance discussions and attend identified training to ensure continuous learning and improvement
- Undertake their duties with due regard to safeguarding our customers
- Comply fully with the Code of Conduct, health and safety requirements, legislation, regulations, policies and procedures
- Attend meetings or provide services outside of the usual working hours where reasonably requested to do so
- Promote value for money and continuous improvement within the service area
- Have an overall understanding of the risks and implications associated with the requirements of the role and takes appropriate action to mitigate any potential consequences.

Managers are also be expected to:

- Deliver departmental projects and initiatives as identified in the corporate and departmental plans
- Lead, manage and motivate staff, apply the staff appraisal and development scheme, one to one

performance feedback discussions and ensure that employees attend identified training

- Monitor service delivery and progress towards targets to ensure standards are met and where possible exceeded
- Effectively manage physical, human and financial resources allocated as your responsibility
- Accept and exercise responsibilities identified in company policies and procedures, particularly for compliance with health and safety.

Signed _____

Date _____

Print Name _____

Version No	Revision Date	Reason for Revision
1	January 2019	New role

Person specification

Attribute	Detail	Essential or desirable
Skills and abilities	Able to lead, motivate and manage staff.	E
	Excellent skills in organising and prioritising.	E
	Ability to monitor, manage and improve performance.	E
	Excellent team development skills.	E
	Able to work collaboratively.	E
	Able to use and trust own initiative.	E
	Strong analytical and problem solving skills.	E
	An ability to think and operate commercially.	E
Knowledge and experience	Knowledge of delivering independent living services.	E
	Experience of delivering services in housing, health or social care.	D
	Experience of managing and developing staff and services.	E
	A track record of improving services and performance.	E
	Experience of collaborative and partnership working.	E
Qualifications	Full driving licence (if you have a disability we will explore reasonable adjustments with you)	E
	Good standard of education (NVQ level 2/GCSE's or equivalent) or relevant exempting experience.	E
	Management or coaching qualification (e.g. ILM level 3 in Leadership & Management or Coaching and Mentoring, ICS coaching qualification).	D
Personal attributes	Flexible and open to change	E
	Professional and customer orientated approach	E
	Effective team worker	E
	Committed to inclusion, equality and diversity	E
	Aligned to the aims and values of the company	E
	Committed to personal and professional development	E
	Proactive and committed to continuous improvement in service delivery	E
	Collaborative approach: one company, one team	E
	Focussed on leading, coaching, empowering and motivating employees	E
	Committed to team development and identification of on-going training needs	E
	Willing to take ownership and be accountable for decisions and actions	E

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TEAM LEADER
(Responder Services)

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Attribute	Detail	Essential or desirable
	Ensures decisions and actions are in line with company values, policies and guidelines	E