south AYRSHIRE COUNCIL
Comhairle Siorrachd Àir a Deas
Making a Difference Every Day

Job Description

Job Title	Team Leader (Integrated Neighbourhood Team)
Level	11
Service	HSCP Community Health and Care Services

Job Purpose

Under the direction of the Senior Manager (Central Locality) and based within the Ayr North Integrated Neighbourhood Team (INT), the role provides Team Leader support to the Community Wellbeing Officers (CWO). The Team Leader will support the development of community capacity, asset based approaches and neighbourhood networks to strengthen resilience and reduce dependency on statutory services. The Team Leader will support identification and allocation of cases to the CWO team, ensuring a strength based and relationship approach which is key to the model being implemented. The role is pivotal to the work of the INT in Ayr North, and will be a conduit between the Operational Team, the Learning Partners and the Strategic structure around this model. This post will require the Team Leader to work in partnership with key agencies from across the Community Planning Partnership, and across Council services, to ensure that the case loads of the CWO's receive support as early as possible and remain on the caseload of the INT for as long as is necessary.



Post Responsibilities:

- Support activity that addresses health and social inequalities through proportionate, person-centred and community led approaches.
- Oversee the work of the Community Wellbeing Officers (CWO) ensuring they are:
    - maintaining accurate and up to date records
    - preparing written and verbal reports as required.
    - maintaining other relevant Management Information Systems as required in order to ensure effective case management
    - assisting with monitoring and evaluation of service delivery
    - contributing to case management meetings.
- Form and maintain appropriate professional relationships with service users, ensuring the voices, experiences and aspirations of individuals, families and communities informs decision making, service improvement and neighbourhood development activity.
- Lead, record and act on actions from weekly INT meetings with CWO and any relevant partners.
- Ensure Council policies, procedures and relevant legislation are known to staff and applied appropriately
- Assist in maintaining an effective service
- Allocate work, monitor standard and maintenance of the workload of CWOs
- Undertake direct responsibility for staff development as well as a team development approach within a quality assurance framework
- Develop and maintain effective working relationships with internal directorates within South Ayrshire Council and with all partners across the Community Planning Partnership
- Manage service and budget as delegated by the Senior Manager
- Responsible for health, safety and wellbeing of team
- Participate in ongoing training as directed for the maintenance and development of relevant skills for the proper delivery of the duties of the post.
- Lead multi-disciplinary meetings to ensure effective coordination of partner agency support, minimising service duplication and conflicting interventions, and promoting positive outcomes for individuals.
- Build relationships with other support providers, services, partners and agencies, including statutory services.
- Foster a positive and inclusive workplace culture by promoting fairness, dignity, and respect, ensuring all individuals feel supported, empowered to grow, and motivated to perform at their best.
- Support the wider Integrated Neighborhood Team to identify changes needed to systems and services in order to improve the outcomes for people facing multiple disadvantages by:
    - Facilitating reflective practice and learning conversations that enable staff, partners and communities to identify, challenge assumptions and influence service and system improvement.

- Leading the implementation of trauma-informed, strengths based and relationship centred practice across the team, with a culture of learning, collaboration, empowerment and community led change.

- Operating in accordance with the three rules and five guiding principles:

  The Three Rules
  1. Do no harm: This means not making a person's situation worse.
  2. Do nothing illegal: Uphold the law and do not engage in any illegal activities.
  3. Agree purpose: Shared agreement on what support can offer.

  Guiding Principles
  1. Understand not assess.
  2. The relationship sets the scope.
  3. Decisions made in the work.
  4. Build communities of support.
  5. It takes the time it takes.

- Undertake other duties as may be asked by the Senior Manager.

Possession of:

- A degree in a relevant discipline, to include social work, nursing, health improvement, social policy, housing or demonstrable experience with a portfolio of evidence.

Substantiated ability to:

- Communicate effectively using both written and verbal forms of communication.
- Work on own initiative and meet deadlines
- Experience in project management essential, including management of staff
- Motivate self and others within the team
- Adapt to changes in the needs and demands of the service users being supported within the INT.
- Ability to work flexible hours including evenings and weekends if required.
- Meet the standards required under the Values and Behaviours of South Ayrshire Council.

Demonstrable experience of:

- Genuine empathy and concern for vulnerable people and the ability to adapt communication skills as appropriate to the person.
- Working in a support environment and within a multi-agency context to support vulnerable individuals.
- Trauma informed and relationship based leadership
- Demonstrate an ability to work on own initiative and as part of a team with the ability to motivate self and others
- Working with vulnerable and challenging client groups and the ability to deal with diverse situations
- Using learning from lived experience to inform service design
- Being responsive to the needs and demands of service users.
- Experience in working in a regulated environment would be beneficial.

Proven Technical Understanding of:

- Using ICT systems and packages to compile and produce reports, record information and track attendance and analyse data.
- Ability to carry out audit and self evaluation activity as part of continuous improvement cycle.
- Good organisational skills.
- Awareness of health and safety in the workplace.
- Applicants must be able to travel efficiently and effectively to various work locations.

In terms of the Protection of Vulnerable Groups (Scotland) Act 2007, this post is designated as Regulated Work. Consequently, in order to undertake the duties of this post, you must hold Membership of the Protecting Vulnerable Groups (PVG) Scheme.

If you are charged with any offence or are involved in any activity which may have implications for your membership of the PVG Scheme, you must immediately notify your Line Manager.

Applicants must be able to recognise, and report concerns about the wellbeing of children and vulnerable service users and be able to maintain appropriate professional relationships with service users.