Job Profile

Job details			
Job title	Health and Wellbeing Team Leader	**Section**	W.E. Care
Division	Care	**Report to**	Health and Wellbeing Manager
Grade	SCP 29-31	**Professional registration**	Required
Disclosure level	PVG	**Date completed**	February 2026

Job summary

Wheatley Care is committed to service excellence and believes that through developing effective communication and trusting relationships with the people we work for, we can draw on life experiences to co-create individualised personalised services.

You will work within the principles of the Wheatley Care strategy and vision regarding supporting the people we work for to influence direction and development of Wheatley Care.

As a Health and Wellbeing Team Leader you will have responsibility for the day to day running of the collective service(s) and for establishing and implementing the policies, procedures, standards and excellent support practices within individualised and personalised services.

You will promote a culture of risk enablement and co-creation with the team to ensure the individualised service is designed, adopting a risk enablement approach around people's individual outcomes and aspirations.

You will ensure that the people we work for and staff co-design and create outcome based services to improve health and wellbeing and develop resilience.

Your focus is on developing excellence in innovative practice to ensure that the things that are important to the people we work for are achieved.

You will provide outcome based supervision; training and workforce development, ensuring team members have a sound awareness of their role and displaying the necessary behaviours and skills.

As a Health and Wellbeing Team Leader you are expected to carry out your duties in line with the Organisation's Core Values and your terms and conditions of employment, while presenting in a way that is in line with the Codes of Practice laid out by the Scottish Social Services Council (SSSC). You will meet regularly with the Health and Wellbeing Manager to report on the performance, innovation and quality outcomes of the service.

Behaviours and competencies

Our Core Values

- Ambition
- Trust
- Community
- Excellence

We want our Health and Wellbeing Leader to be able to demonstrate the following behaviours and

competencies:

- Put people at the heart of everything we do
- Effective leadership and management skills
- Adept at removing the barriers that get in the way of delivering excellent customer service
- Creating an environment of trust
- Ensure two-way dialogue with teams
- Finding creative solutions for customers
- Good listener
- Excellent communication and interpersonal skills
- Ability to ensure that staff are confident using their own initiative
- Self-aware and self-motivated to realise your full potential
- Inspire others to achieve their full potential
- Excellent time management skills
- Computer literate
- Ability to take responsibility for own learning and continuous improvement
- Ability to represent Wheatley Care in a positive and effective manner
- Take responsibility for managing excellent performance results
- Take responsibility for developing creative and innovative practice
- Building appropriate and effective networks, locally and organisation-wide for the benefit of our communities
- Identify new services initiatives that would promote the development of Health and Wellbeing work both locally and nationally
- Regularly input into the work plan of the Community Integration and Activities Team, promoting positive benefits of social integration and community assets

Person specification

Experience

Essential

- Work with co-creation and participation strategies with vulnerable individuals
- Understanding of outcome based supervision and workforce development
- Implementation and audit of effective outcome planning systems
- Leading teams
- Recent experience of working within services that support several client groups
- Participated in successful change management
- Challenging poor practice/performance
- Motivating staff and promoting a positive culture
- Completion of internal quality assurance systems
- Participating in recruitment and selection of staff
- Investigation and Disciplinary processes
- Managing finances for The People We Work For
- Principles of purchaser/provider relationship

Desirable

- Multi – site working, Management
- Working to and within the agreed service budget
- Working with a range of financial arrangements
- Have an understanding of income and expenditure reporting
- Local authority commissioning priorities
- Prepare comprehensive reports
- Deliver presentations effectively
- Mediation skills

Qualifications

Essential

- Hold SVQ level 3 Health and Social Care or working towards this (or equivalent)
- Demonstrate Continued Professional Development/post registration training

Desirable

- Hold SVQ assessors'/verifiers qualification
- Hold or have commenced a course of study for SVQ 4 Health and Social Care or SVQ 3 Health and Social Care with a relevant supervisory qualification, to meet requirements of Scottish Social Services Council

Other

Able to work flexibly around when people we work for wish their support. This may include night duty and/or sleepovers

Job outputs	
Role output	**Includes the requirement to**
Deliver positive outcomes for the people we work for	• Ensure that the people we work for have a comprehensive individual outcome plan that is co-created, implemented, reviewed and amended accordingly • Ensure that co-created outcome plans, including their implementation, support the people we work for in meeting their outcomes, developing their confidence, while encouraging independence • Maintain an appropriate keyworker system that meets individual outcomes, ensuring that flexibility and individual preferences are given due importance • Co-ordinate discussions with external agencies, ensuring that the staff advocacy role does not interfere with the outcomes, independence and/or wishes of the people we work for • Be responsible for coordinating and participating in multi-agency reviews, as appropriate • Ensure there is adequate co-ordination and liaison between the service and external agencies to meet individual outcomes and that those relevant external agencies receive information and reports as required • Contribute to, and work within, the participation strategy for encouraging individuals to wholly involved in the development of services • Adapt the local Participation and engagement protocols to meet collective views of the people we work for • Support people we work for to maximise the use of community assets and resources within their community • Establishing and maintaining a social and community network resource information engaging with both local agencies and community resources • Ensure that the Organisations complaints procedure is accessed by the people we work for, and that complaints are dealt with effectively and timeously, in line with our policy • Promote and facilitate choice around outcomes, aspirations and service design both individually and collectively Ensure internal/external quality assurance systems are used effectively to continue to meet the needs of the service
Staffing	• Create, maintain and enhance effective working relationships • Ensure that the staff group (including relief workers) meet on an agreed basis to discuss the service development and improvement plan • Ensure the staff team are effectively deployed to meet the support needs of the people we work for

	• Ensure that staff receive regular outcome based supervision to enable the needs of individuals to be met • Identify future training needs of staff and consolidate current good practices • Ensure that staff familiarise themselves with the aims and objectives of both the service and the Organisation, and that they are equipped to carry these through • Ensure that staff conduct themselves in an appropriate, professional and ethical manner at all times • Promote a culture of continuous learning and a positive, solution based focus to addressing challenges for people we work for and the service • Deliver agreed programmes of training and induction and provide on the job coaching • Co-create opportunities with the people we work for to input and contribute to the recruitment and selection of staff as appropriate • Participate in the promotion of staff attendance and management of absence where appropriate • Devise and input into staff induction programmes • Regularly monitor and audit working practices and arrangements, highlighting both good practice and areas of concern to line management • Provide staff training as appropriate and necessary • Ensure that staff have the appropriate outcome planning skills to create individualised outcomes and services for each person • Work with the Community Engagement and Activities Team to support group work, community integration, access to community resources, volunteering and return to work Participate in the Organisations disciplinary and grievance procedures as necessary
Administration	• Ensure that there is appropriate and effective use of the administration systems within the service • Co-ordinate the duty roster and annual leave • Develop and ensure that appropriate policies and procedures are in place to meet both the people we work for and staff • Ensure that arrangements are in place to ensure that the staff reflect policies and procedures within their practice • Complete the service annual report • Adhere to the service operational policy and ensure that this is regularly updated • Assist, monitor and control the effective management of income and expenditure • Contribute to regular service review • Provide information to head office as required Ensure that documentation is recorded accurately and appropriately
Finance	• Contribute to the effective management of service expenditure /budget control and provide regular performance updates on this to the Health and Wellbeing Manager • Ensure the effective implementation of service budgets • Manage the effective implementation of individuals' monies
Care Inspectorate	• Be familiar with the above, the specific requirements for the service, and ensure these are met at all times • Participate as appropriate in the inspection process with Care Inspectorate representatives Liaise with Care Inspectorate Officers as required
Service evaluation	• Work with the Assurance Team and Care Services Improvement Manager to audit, promote and improve service performance • Facilitate service review days, in conjunction with the Health and Wellbeing Manager • Participate in the review of inspection reports from the Care Inspectorate, and Contract Monitoring Officers, with the Registered

	Manager • Devise and implement performance improvement plan, while providing information on the areas requiring improvement. • Complete required Quality Evaluation tools • Promote and encourage creative and innovative practice
Line Management	• Bring to the attention of the Health and Wellbeing Manager any issue of concern or note, which has an effect whether direct or indirect on any person we work for, staff member or the Organisation • Meet on a regular basis with the Health and Wellbeing Manager to discuss the progress of the service • Ensure appropriate use is made of emergency on call facilities.
Families/significant others	• Reduce the burden on, and provide practical and emotional support to, families/significant others, ensuring that confidentiality is strictly adhered to
External agencies	• Ensure that there is adequate co-ordination and liaison between the service and external agencies, and that such agencies receive information and reports as necessary • Co-ordinate and participate in multi-disciplinary meetings regarding assessment of people we work for and review of individual support plans • Develop a working knowledge of the local area, community networks and resources
Health and Safety	• Ensure that staff are familiar with their own and the Organisations responsibilities • Communicate areas of concern in the first instance to line management • Have overall shift responsibility for health and safety issues within the service • Ensure appropriate systems are maintained to monitor the health and safety of staff
Monitoring and evaluation	• Be familiar with the Protocol laid down for the evaluation of the service • Implement the action plans arising from any Service planning days • Compile statistics and reports as appropriate to the above • Complete the service annual report • Regularly monitor working practices and disseminate this information to line management
On-call	• Participate in the Organisation's on-call facility
Clear and consistent leadership of staff	• Effective line management of team members including absence, disciplinary and performance management • Employees supported through learning and development and completion of development plans • Clear communication to employees of relevant organisational, divisional and team aims and initiatives
Achievement of agreed targets for the Team	• As agreed through the Appraisal and one to one process
Efficient and well managed work processes across the function	• Value for money delivered on all outputs • Annual cost reductions and efficiency savings met within workstream
Ensure compliance with professional, regulatory, statutory and corporate requirements	• Comply with and implement all Wheatley Care policies and procedures • Act ethically and with integrity • Lead by example to strengthen our inclusive culture across Wheatley Care ensuring equality, diversity and inclusion is at heart of everything we do
Additional Duties	It is in the nature of the work that tasks and responsibilities are, in many circumstances, not routine and are variable. All staff are therefore expected to work in a flexible way when the occasion arises

	and tasks which are not specifically covered in the job profile have to be undertaken. These additional duties will normally be to cover unforeseen circumstances and will normally be compatible with the regular type of work. If the additional responsibility or task becomes a regular or frequent part of the member of staff's job, it will be included in the job profile in consultation with the member of staff.

Interdependencies

- Stakeholders
- People we work for
- Families and Carers
- Health and Wellbeing Assistants
- Health and Wellbeing Team Leaders
- Community Engagement and Activities Team
- Community Engagement and Resilience Lead
- Health and Wellbeing Coordinators
- Health and Wellbeing Managers
- Care Services Innovation and Improvement Manager
- Director of Operations
- Care Inspectorate and other Regulatory Bodies
- SSSC