Team Leader Residential
Job Description

Role Purpose

Our vision is that every child and young person in the country has a safe and happy childhood. To help us achieve this, the role will:

Provide direct line management to a team of residential staff to deliver high standards of care, including leading shifts and working with the Registered Manager to ensure compliance with regulatory requirements and organisational policy and procedure. Work to achieve positive outcomes for individual children and young people and contributing to the achievement of an outstanding, good or equivalent rating in external inspection including deputising in the absence of the Registered Manager.

In this role, you'll be responsible and accountable for:

1. Managing and leading a team of residential professionals and other staff as directed in the delivery of a 24 hour rota (including management of shifts) of care, utilising Action for Children policies and procedures to enable staff to provide a responsive, high quality person centered service.

2. Sharing responsibility for a delegated part of the service and allocated resources. Applying the self-evaluation quality assessment framework to ensure that the service is meeting regulatory requirements and to take relevant action to address any shortfalls, in consultation with the Registered Manager.

3. Being responsible for ensuring a safe and positive work and service environment is achieved through compliance with all safeguarding, safer recruitment, health and safety, behavior support policies and procedures within the defined area of responsibility

4. Delivering services and leading by example to ensure that staff are supporting children and young people to achieve their full potential by promoting, communicating and participation with their behavior, personal care, administration of medication, and clinical needs as appropriate and to provide access to a range of activities in line with care planning.

5. Ensuring that staff and teams consistently apply Action for Children's policy and regulatory practice standards and role model the proactive implementation of these standards and drive for continuous improvement with a focus on positive outcomes for children and young people.

6. Directing and having direct responsibility for case/care (including complex cases), in planning management for individual children or young people, undertaking assessment of need, developing a care plan and identifying agreed outcomes and carrying out regular review in conjunction with children, young people and their families and other professionals.

7. Building and maintaining positive, professional working relationships by providing emotional and social support to children and young people who can display challenging emotional and social difficulties.

The responsibilities, accountabilities and reporting structure for this role will be reviewed periodically and updated, if required.

Last Reviewed: 13/10/2023 Version: V2

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Working within the community to assist the child / young person and their family, promoting communication and participation by ensuring that the views and needs of children/ young people are articulated, heard and responded to.

8. Ensuring consistent and proactive application and implementation of Action for Children's policy procedures and professional practice standards and in line with registration requirements. Provide leadership by example to ensure that records, paper and electronic, are maintained and duly uploaded into the appropriate database.

9. Undertaking an assessment of children and young people, collating information from multi agencies and the family, analysing and producing reports.

10. Attending professional meetings including reviews, court work etc. referring appropriate cases and issues that require the involvement of a specialist, other management support or to directly provide the specialist support.

To do this, you will have:

Qualifications and training

1. Must possess Level 3 Diploma in Residential Childcare or equivalent (to be achieved within 2 years of taking up post- Scotland to possess SVQ4 Leadership & Management)

Skills, knowledge and experience

1. Working with children, young people, their families and carers to promote and to ensure safeguarding and the welfare of the child / young person
2. Utilising Microsoft office packages and to utilize office systems to retain information, leading by example with the delivery of this task.
3. Providing reflective practice supervision, ensuring an outcomes focused approach to working with children and young people
4. Managing staff, also providing visible and effective leadership and management by example.
5. Experience of planning, prioritising and evaluating activities and own work effectively
6. Communicates clearly, and concisely in the most appropriate way, and to produce clear case notes.
7. Demonstrates an understanding of and commitment to equality diversity and inclusion
8. Displays self-motivation, initiative and commitment
9. Demonstrates informed decision making and judgement, utilising these skills to anticipate and identify problems and find solutions
10. Demonstrates commitment to and contributes to team/departmental objectives and decisions

The competencies that we have detailed above form part of our management competency framework (MCF), you can see the full framework on our Careers website.

Don't meet every single requirement?

If you're excited about this role but your experience doesn't align perfectly with the job description, we'd love you to apply anyway. You might just be the perfect person for this role, or another role within the Action for Children family.

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In this role, you will be responsible for:

Staff responsibilities:
Number of direct line reports: c. 5
Overall staff responsibility: c.5

What else?

Everyone at Action for Children must promote equality, value diversity and work inclusively to ensure everyone feels welcomed and valued.

If you're appointed, you'll need to have a disclosure check.

Work shifts on a 24/7 basis as required by the establishment

Maintaining registration in line with the required bodies and ensure Action for Children are notified of any circumstances which could affect your registration status

For completion by the Reward Team:

Operational Job Title: Team Leader Residential
Panel approval: Reward Team
Job Family: Social Care
Panel date:
Grade: 6
Payscale Ref: SC61

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