

# Job Description

## Position Details

<b>Position:</b>	Team Leader – Community Options
<b>Directorate:</b>	Children, Young People & Families
<b>Service:</b>	Provider Services
<b>Position no:</b>	BG03065, BG03060
<b>Grade:</b>	Scale 6 (£33,142 - £37,280) per annum
<b>Hours of work:</b>	2 x 37-hour permanent posts
<b>Work style:</b>	Service Based Worker
<b>DBS required:</b>	<b>Enhanced Disclosure with Child and Adult Barred List</b>
<b>Contact:</b>	Claire Davies
<b>Date:</b>	June 2026

**Politically Restricted?**    Yes\*    No

\* The position is politically restricted within the provisions of the Local Government and Housing Act 1989 as prescribed in the Local Government Officers (Political Restrictions) Regulations 1990

## About the Position

Responsible to: Day Services Manager / Assistant Team Managers

Responsible for: Leading and developing staff teams to deliver a high-quality day service provision within Community Options. Developing services which are person centred, outcome focused, encouraging and improving the lives and expectations of individuals who access Community Options Day services, by supporting, motivating and enabling them to reach their objectives.

## Principal Accountabilities

1. Regularly supervise staff and complete appraisals, identify and implement personal development plans.
2. Identify training and development needs within the staff team to enable individuals to reach their full potential.
3. Identify areas for service development and associated development routes.
4. Contribute and assist in the implementation of the business plan for Community Options.
5. Provide leadership in the absence of the Assistant Team Manager, seeking advice where appropriate.
6. Implement and complete staff team rotas ensuring staffing levels are appropriate to the service requirement.
7. Support staff team to provide and use creativity and innovative solutions when planning and supporting service users in daily activities, which stimulate and motivate, promote independence and enable service users to meet their full potential.
8. Develop and rebuild skills with individuals to integrate into mainstream community settings, including education, training, work focused projects, leisure activities and shopping.
9. Ensure Community Options are appropriately represented at individuals' review meetings.

10. Ensure staff teams maintain links with other agencies, including health workers, to promote individuals' wellbeing.
11. Fulfil a range of personal care tasks as identified in care plans when required.
12. Promote effective communication with individuals' families and carers.
13. Develop effective working relationships with staff teams through team meetings, supervision and appraisals, and ensure effective communication with other professionals.
14. Make decisions and use discretion as appropriate to the grade level.
15. Be flexible in relation to work demands across all of Community Options, prioritising where appropriate.
16. Be responsible for recording systems, ensuring staff and individual reports and records are completed, financial transactions are recorded according to guidelines, and appropriate risk assessments are in place.
17. Assist in the formulation and implementation of behavioural modification programmes.
18. Manage conflicting, challenging and contentious situations in a professional manner, seeking advice where appropriate.
19. Be responsible for the appropriate use and safe keeping of resources in line with policy and procedures, including security of cash and proper use of equipment.
20. Participate in departmental training and be committed to personal development.
21. Follow policies, procedures and guidelines established within the Authority.
22. Hold a full driving licence and have access to a vehicle for work purposes.
23. Ensure the Health and Safety at Work Act 1974 is complied with.
24. Adhere to the principles of the Corporate Equality Policy and ensure commitment to anti-discriminatory practice.
25. Undertake any other duties appropriate to the grade and post as directed by the Director of Social Services.

### **General Accountabilities**

1. To ensure the Health and Safety at Work Act 1974 is complied with.
2. To adhere to the principles of the Corporate Equality Policy and ensure commitment to anti-discriminatory practice.
3. To be committed to own personal development.
4. To follow policies, procedures and guidelines established within the Authority.
5. To provide flexible support to the Community Options service, which may include evenings, weekends and bank holidays on a pro rata basis.
6. To carry out other tasks and responsibilities of a similar nature to those listed above as determined from time to time in relation to the smooth running of the service.

This job description sets out the main responsibilities of the position at the date it was drawn up. Such duties may vary from time to time without changing the general character of the post or the level of responsibility.

# Person Specification

Requirements	Essential (E) / Desirable (D)	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
<b>Qualifications</b>		
QCF Level 3 in Health & Social Care / Management and a willingness to work towards QCF Level 4.	E	A
Proven experience of working with people with learning / physical / sensory disabilities and / or mental health problems.	E	A,I
Proven substantial experience of supervising and co-ordinating a staff team.	E	A,I
<b>Experience</b>		
Understanding the importance of the principles that promote independence, i.e, Dignity, Choice and Privacy.	E	A,I
Understand and respect the principles of Confidentiality	E	A,I
<b>Knowledge / Skills</b>		
Good working knowledge of IT and software.	E	A
Knowledge of Blaenau Gwent policies and procedures.	D	I
Knowledge of Safeguarding Adults	E	I
Knowledge of Person Centred Approaches.	E	I
Able to work in partnership with internal and external support agencies/training providers/employers etc enabling Individuals to achieve greater independence.	E	I
Able to write legible, accurate reports.	E	I
Able to liaise and communicate effectively with colleagues and other agencies.	E	I
Able to identify risks and formulate assessments	E	A
Working knowledge of staff rota systems.	E	A,I
Able to work effectively within a team	E	A
Able to assist Service Users in personal needs.	E	A,I
<b>Personal Attributes</b>		
Commitment to equal opportunities and anti-discriminatory practices.	E	
Commitment to the understanding of confidentiality, privacy and the rights of people with disabilities.	E	
<b>Special Working Conditions / Requirements</b>		
Full driving licence and access to a vehicle for work purposes.	E	A
Flexibility with the ability to adapt experience to the demands of the job.	E	

A commitment to the development of performance through supervision and training.	E	
Able to drive a minibus.	D	I
Able to work flexible hours including evenings and weekends	E	

<b>Minimum Welsh Language Skill Requirements</b>	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Welsh Language Skills Level 0. Level 1-5 is desirable. Training is optional.	A, I
Welsh Language Skills Level 1 Entry / Courtesy (as a minimum) are desirable and need to be learnt when appointed. Training required: "Welcome Part 1 & 2" (10 hours in total)	
Welsh Language Skills Level 1 Entry / Courtesy (as a minimum) are essential. Training required: "Welcome Part 1 & 2" and "Welcome Back Part 1 & 2" (20 hours in total).	

For further information on the above please refer to the [Welsh Language Skills Guidelines](#)  
Welsh language skills requirements beyond the minimum stated above e.g. fluent speaker / proficient writer will be outlined within the person specification under qualifications and skills.

### Personal Competencies

All competencies are regarded as essential, although it is recognised that some may be achieved over a period of time. All employees are expected to continually develop their competencies in line with the appropriate framework. In addition to those assessed as part of the recruitment process, competencies will be assessed during the probationary period and through the Council's performance coaching scheme.

<b>Competencies – Leading People</b>	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Sets the standard of leadership for the Service	PP
Provides clear direction and goals for the Service	I, PP
Takes direct responsibility and is accountable for actions	PP
Ensures the principles of equality and diversity are embedded in the service	PP
Recognises and celebrates others' contributions & achievements	PP
Challenges inappropriate behaviour	

<b>Competencies – Communicating the Vision</b>	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Translates the vision into operational objectives	PP
Develops long term objectives and strategies for own service area to achieve the vision	PP
Proactively promotes the vision to others	PP
Ensures others understand how their role contributes to achieving the vision	PP

<b>Competencies – Facilitating High Performance and Results</b>	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Is committed to continually improving performance of self and others	PP
Sets ambitious performance targets and priorities for self and others	PP
Gives regular, constructive feedback on team/individual performance	PP
Motivates others to achieve and improve performance	PP
Recognises and celebrates success	PP
Challenges poor performance appropriately	PP
Seeks learning opportunities from results	PP

Competencies – Maximising Potential	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Encourages and develops personal accountability in others	PP
Encourages others to think for themselves	PP
Promotes risk-taking and supports appropriately	PP
Develops the skills, experience and ambition of others at all levels to enhance flexibility of services	PP
Promotes development in self and others	PP
Supports and trains others in own areas of expertise	PP

Competencies – Communicating	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Promotes a culture of open communication	I, PP
Communicates effectively, using a variety of styles, with a broad range of people	I, PP
Creates and develops networking opportunities to influence	I, PP
Actively listens and respects others' points of view	I, PP
Checks own and others' understanding	I, PP

Competencies – Making Informed Decisions	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Considers implications of proposed decisions	PP
Ensures decisions link to continually improving performance	PP
Understands problem solving is part of the improvement process	PP
Has the confidence to make ambitious, difficult, or unpopular decisions	PP
Is able to justify and explain decisions	PP

Competencies – Working together	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Understands partnerships in the context of the 'big picture'	PP
Promotes and contributes to multi-agency partnerships to continually improve services for the Individual	PP
Networks effectively internally and externally	PP
Identifies the expertise of others	PP
Proactively shares knowledge and information	PP
Seeks out the most appropriate people to contribute to partnership working, both inside and outside the service	PP

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