

Recruitment pack

Team Manager

Glasgow



Learn more and watch some amazing films at key.org.uk/careers



“

Helping individuals to live as full a life as possible and knowing I can make a difference to that person's life for the better”

Welcome

Thank you for taking the time to explore this exciting opportunity within Key.

This is a truly amazing role, and you will join and lead a team that ensures we make every day matter for the people we support.

Our support enables disabled people to live full and active lives is why we exist and what motivates us every day.

It can also be a challenging role, and you will be supported by the Assistant Support and Development Manager and a wider group of leadership colleagues.

If you're ready for an amazing challenge, then we would love to hear from you!

If you would like to find out more, please contact, Gary Murphy, Area Manager on: 07818002876, or by email on: Gary.murphy@key.org.uk





Introducing Key & Community lifestyles

At Key and Community Lifestyles, we provide person-centred support to over 2,000 disabled people, across 17 Scottish local authorities, to enable each person to lead full, active lives in their own homes and communities.

The people we support have significantly varying life experiences and needs and range from young people still at school through to people in their 90s. Key is also a specialist Registered Social Landlord (RSL) providing over 700 homes specially designed for disabled people and those with long term support needs.

Participation & TAG

Our roots are central to who we are. The foundations of our organisation were laid by a passionate, committed group of parents who, at a time when home for many disabled people was a long-stay institution, believed that their sons and daughters had the right to lead a full life in their own communities, close to families and loved ones. We hold true to these original values today.

The inclusion of people we support is fundamental and we work closely, through a service level agreement, with The Advisory Group (TAG), a Scottish Charitable Incorporated Organisation, which is run by and for disabled people.

The inclusion of people we support is fundamental to our organisation and we work closely, through a service level agreement, with The Advisory Group (TAG), a Scottish Charitable Incorporated Organisation, which is run by and for disabled people. Through our partnership with TAG, disabled people have direct input to developing our organisational priorities, our governance structures and ensuring the quality of our support.

For more information on TAG:

[The Advisory Group - Welcome To TAG](#)



Introducing Key & Community lifestyles

Key is committed to developing high quality, flexible services which support people with a range of disabilities and complex needs to enjoy life to the full as active citizens within their communities.

Our workforce is compassionate, talented, and committed to providing high quality, personalised support so that people can live full, active lives in their own homes and communities.

Respect for the fundamental dignity of each and every person, regardless of the level of support they require, lies at the heart of our organisation, as do the principles of choice, control, participation, and inclusion.

Our services in Glasgow are commissioned by Glasgow HSCP and we have been part of these communities for over 40 years, supporting people to lead their best lives.



2,000
disabled people supported



17
Local authorities



700+ homes



Over **2,000** staff



500
people on staff relief register



68,000
support hours every week



1,000
people supported with
personal budgets



74%
of our workforce are female

About the role

We are excited to be recruiting to this full-time Team Manager position, which is a crucial leadership role within our Glasgow services.

We are seeking a highly motivated, confident, and enthusiastic individual for this role, with excellent leadership qualities and a commitment to personalised support that helps people lead their best lives.

You will work closely with your Team Manager colleagues and your Assistant Support & Development Manager to manage and develop highly individualised support services within a specific geographic area of Glasgow.

As Team Manager you will:

- Plan, co-ordinate and monitor the support service to a number of people in a designated part of the larger service.
- Support, supervise and provide positive leadership and management to a team of workers.
- Work directly with individuals, providing high quality support in accordance with KEY's aims and principles and in line with Self Directed Support.
- Work as part of the local management team, taking management responsibility for the service as necessary and in the absence of the Support and Development Manager.

Now is an exciting time to be part of the people we supports' lives, and to join our team, so we really want to hear from you!



Job description

RESPONSIBILITIES WITHIN DESIGNATED PART OF THE LARGER SERVICE:

WITH PEOPLE WHO ARE SUPPORTED:

- Build positive relationships with people and those closest to them as a basic requisite of the support task.
- Ensure that individuals are provided with the best possible support and opportunities to enjoy a fulfilling lifestyle ensuring that any risk issues are fully addressed.
- Provide direct practical help, support and guidance to individuals in their daily living as required. This includes personal care which may include helping people with intimate self-care tasks, support with housework, emotional support; support in social and community activities as well as intensive housing management support to allow people to maintain their tenancies.
- Organise and monitor the support service to people on a day-to-day basis ensuring that individual services are regularly reviewed and that we are responsive to changing needs, wishes, aspirations and opportunities.
- Support people in shared accommodation to live together and share responsibilities as appropriate; and to work with them to enable participation and involvement in the running of their home and in addressing issues which concern them.
- Act as support co-ordinator for a number of people and/or supervise Support Workers with this task. This includes: work to help individuals identify their future aspirations, personal outcomes and current support needs and consider how these can best be met; liaison with families, friends, and other agencies as appropriate and taking a lead role in the formulation and review of support plans.
- Assist with applications for support and the development of new individual support services.

WITH WORKERS:

- Participate in the person centred recruitment and deployment of contracted and relief register workers
- Participate in the induction, probationary reviews, supervision and appraisal, support, training and deployment of workers.
- Help your team to confidently support people in a person centred way, ensuring that workers have the specific knowledge and skills to meet the individual requirements of the people they support.
- Support a culture of creativeness, openness, and professional accountability in line with the Codes of Practice.
- Take a lead role in the organisation of team meetings.

OPERATIONAL MANAGEMENT:

To work in conjunction with the Support and Development Manager and various sections in Key to ensure:

- The maintenance of a safe, healthy, homely living and working environment.
- Management of your team(s) within the operational procedures of Key to meet the Health and Social Care Standards, Health and Safety legislation and requirements of the Care Inspectorate.
- Management of the service in accordance with KEY's principles and procedures, working within the available financial resources.

GENERAL RESPONSIBILITIES:

- Undertake more general local management responsibilities as directed by (and in the absence of) the Support and Development Manager.
- Participate in the rota as required and to provide direct support to people including sleepover cover at the service as required.
- Participate in liaison with relevant local organisations and professional agencies.
- Participate in various professional forums and training events.
- Being accountable for the quality of your own work and learning, thereby maintaining and improving knowledge and skills, while at all times operating within the Codes of Practice for social service workers and employers.
- Other duties within the main objectives of the post as requested by line manager.

Person specification

We are seeking someone who is confident in leading social care services, loves supporting people in their own homes and communities, and has experience leading and managing teams.

You will also:

Demonstrate a commitment to individuals, enabling each person to live a fulfilled life and achieve their dreams and aspirations with a clear focus on outcomes.

Work collaboratively with a range of stakeholders, including family carers and other professionals and have excellent communication skills.

Keep teams positive and support people through their more difficult times.

Assist in harnessing community assets and maximising independence.

Work positively and flexibly as part of a busy management team, prioritising and delegating effectively.

Have excellent organisational skills and an ability to maintain and develop a number of systems and processes relevant to the role.

Commit to your own personal learning and development as well as of your team.





What you'll receive

- **Full time** (39 hours per week), permanent role
- Salary - **£30,106 - £33,407** (pay award pending)
- Annual leave – 38 days per year (Inclusive of public holidays)
- Defined contribution pension
- Occupational Sick Pay
- Employee Assistance Programme offering free confidential counselling, advice, and support
- Cycle to Work Scheme
- Free access to Occupational Health Support
- Credit Union Membership
- Blue Light registration offering a range of discounts and savings

What our staff say about us

Our staff are an incredible group of people. We regularly engage with them to understand how they feel about their job.

95%
of staff survey respondents said they were proud to work for us

The good news is that feedback is consistently positive. Let's take a look at what some of them have said when asked what's the best thing about working for our organisation.

“

Seeing the people we support happy and working towards the outcomes which are person centred round their choices and wishes.”

“

Feeling that I am valued and able to make a difference in people's lives.”

“

Helping individuals to live as full a life as possible and knowing I can make a difference to that person's life for the better”

“

I love doing my job and the network of people who we support every day.”

How to apply

If you think this is the job for you, and you've got the knowledge, skills and passion we are looking for then please complete our:

- **Application Form**; and
- **Personal Profile** - this will be shared with people we support who will be actively involved in the recruitment process.

As a Disability Confident Employer, we very much welcome applications from disabled people. We do not request information about specific health conditions or impairments at this point in the recruitment process.

However, we commit to interview all disabled applicants who meet the minimum criteria for this role. The Equality Act (2010) indicates that: A disabled person is defined as someone with a physical or mental impairment that has a 'substantial' and 'long-term' effect on their ability to do normal daily activities.

If you are a disabled person and wish to inform us of this so that we can fulfil this commitment to you, please indicate this in your email when you submit your application.

Send your application to jobs@key.org.uk

The closing date is midday on 5th July 2024.





What to expect at an interview

We believe that people we support should be involved in all aspects of our work, including the recruitment of those that work for us.

Our selection process has been designed to ensure that there is the opportunity for you to share your skills and experience with a panel of people we support to ensure that we have a position of shared decision making in all that we do.

We expect interviews to take place during the week of the 22nd July 2024.