



Job Profile

Job Title	PBS (Positive Behaviour Support) Team Leader
Reports to (job title)	Deputy Manager – Specialist Services
Job Reference No.	TfC007

The job in a **nutshell...**

You'll manage a team of PBS Support Workers centred around a customer with complex presentation, which may include, learning disabilities, mental health issues, autism and communication differences alongside ongoing physical health conditions. They may also have a forensic background.

You and your team will support customers with any aspect of their day to day living. You'll work in a person-centred, strengths-based and psychologically informed way, so they can enjoy the best possible quality of life. You'll develop and review your customer's individual LIFE (Living independently feeling enabled) work book which enables your customer to live as independently possible.

You'll be in regular contact with your Manager updating, escalating and reporting on all aspects of the service delivery.

You'll be responsible for planning and overseeing complex support working with customers who display behaviours of concern and may require personal care working alongside Home Group's local multi-disciplinary team.

What **success** will look like...

Support and interventions are planned in a person-centred, strengths-based, and psychologically informed way, working with our clinical colleagues and managers, and by involving customers and their support network in the creation of their LIFE book. Thereby ensuring that customer's aspirations and preferences are achieved, and their needs are met.

Line management including monitoring, mentoring and guidance is provided to PBS Support Workers to ensure customers have a brilliant team in a culture of creativity, reflective practice and continuous improvement.

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Personal care (for example bathing, toileting and dressing) is delivered in a psychologically informed, person centred, and strengths-based way to facilitate increased independence. This may involve leading and providing direct support with more complex aspects of personal care.

Customers are living their happiest life through regular interaction with their family and friends, and the wider community. They will be instrumental in creating a rich programme of activities, important to and for them, aimed at reducing social isolation and improving their quality of life, through wellbeing, skills and physical health outcomes.

Health determinants are improving through collaborative working with colleagues and external organisations, for example, medicines optimisation using STOMP principles, aimed at keeping customers safe in the community and avoiding hospital admissions.

An inclusive, safe and tailored home is maintained which promotes sensory wellbeing and adapts to customer's individual needs. Creative solutions are utilised, including assistive living technology that enable the customers to have choice and control to develop and maintain their independence.

Customers are always listened to and their voices heard. Their chosen communication methods are implemented. The voices of family and friends are valued and are included with the customer's agreement.

Safety and wellbeing of customers and colleagues is ensured through positive risk management and a rolling audit programme in areas such as personal care and infection prevention and control. This includes identifying changes or deterioration in their health and wellbeing and escalating appropriately to the relevant colleague or healthcare professional.

Customers receive the best care and holistic support through working collaboratively with external organisations, including multi agency panels where required. Customers who may present behaviours that challenge are supported by liaising with the relevant professionals. Dignity and respect are maintained at all times.

Customers are safeguarded from harm through the completion of Mental Capacity Act assessments and other relevant screening tools as well as leading on Deprivation of Liberty Safeguards referrals and reporting of incidents.

Transferable skills

We get where our customers are in their lives

- Listening to customers to understand their needs.
- Recognise each customer is different and adopts a flexible, personal approach.
- Advocate for our customers regardless of who they are.
- Understand how your role makes a difference to our customers.

We have an eye for detail

- Working in a safe, effective, caring, responsive and well-led way.
- Applying legislation and working within policies and procedures.
- Using and recording information accurately and timely.

We are organisers and drivers

- Be positive and enthusiastic to drive work forward.
- Use performance information to drive improvements in service to customers.
- Take people with you.

We unleash the potential of others

- Support others to be the best they can be.
- Provide praise and feedback which help others to develop.
- Take time to understand where others want to get to; help them to assess whether this is realistic.
- Give others the confidence to want to try something new.

Technical qualifications, experience and knowledge

• **Experience of positive risk management**, ensuring the safety and wellbeing of customers and colleagues.

• **Experience of creating new, person centred support plans and supporting others working to existing support plans.**

• **Level 3 Diploma in Health and Social Care or equivalent experience working in health or social care.**

• **Good understanding of CQC regulations, relevant legislation or working within a CQC regulated environment.**

We'd also love you to have, or be **brilliant** at... (but don't worry if not)

Level 4 Diploma in Adult Health & Social Care or equivalent, or prepared to work towards it.

Good numerical, literacy and digital skills.

Ability to understand and translate company policies and procedures.

Full Driving Licence.

Experience of working with customers who may display significant behaviours of concern.

It would be great if you have experience of working with the relevant customer group.

Positive Behavioural Support experience.

Working in partnership with multi-disciplinary colleagues and external professionals in a way that breaks down barriers and facilitates blended housing, health and care.

We're all **accountable** for...

Health and Safety of our ourselves and others; put simply this includes taking the time to complete all learning, understanding your role-specific responsibilities, working with reasonable care and taking steps to address and report problems related to Health and Safety.

Taking a proactive approach to your learning and development in order to be the best you can be. This includes understanding and keeping up to date with all of our relevant policies and processes as well as taking advantage of all the learning opportunities and resources available to you ... they're there for a reason but don't worry, we'll help keep you informed along the way.

Promoting equality, diversity and inclusion as a top priority at Home Group; leading by example in your actions and demonstrating our Brilliant People behaviours.

Keeping things compliant! You'll have role-specific and organisational goals but it's important you take these seriously and keep people and information secure and safe within the scope of doing your bit here at Home Group.

Comfortable operating in a modern digital workplace, including using digital tools to work collaboratively and productively.

Other **important** stuff...

You'll be a budget holder? No Yes ... up to £ [Click here to enter text.](#)

You'll manage people? No Yes ... around 3. direct reports

We all work flexibly at Home Group but the level of travel in this role is usually...

Occasional Regular Frequent

