

Team Facilitator Role Profile

Overview

As Team Facilitator, you will act as the main liaison between Support Practitioners and the Service Manager, ensuring that high-quality, person-centred support is consistently delivered. You will oversee day-to-day operations, provide guidance and mentoring to Support Practitioners, resolve operational challenges and escalate those challenges when necessary. This role requires hands-on involvement with strong leadership, excellent communication skills, and a proactive approach to problem-solving. You will champion Carr Gomm's values and help maintain a positive, collaborative team culture.

Responsibilities

Reporting to the Service Manager, success in this role includes, but is not limited to:

- Supervising frontline teams and providing Joint Reviews in line with Organisational policy, ensuring support plans and rotas are implemented effectively and meet agreed outcomes.
- Observing practice to ensure training, policies, procedures, and regulatory standards are followed.
- Acting as the first point of escalation for operational issues; resolving challenges promptly and creatively.
- Supporting staff development through mentoring, coaching, and identifying training needs.
- Maintaining communication between Service Manager and Support Practitioners, ensuring information flows effectively.
- Participating in on-call duties as required, providing operational support during emergencies.
- Promoting a positive team culture, encouraging collaboration and continuous improvement.
- Contributing to service planning and quality assurance, ensuring consistency and high standards across the locality.
- Hold regular team meetings with the purpose to support staff, share information, address concerns, and promote consistent, high-quality practice.
- Supporting the Service Manager with recruitment requirements such as shortlisting applications and conducting interviews.

This list is by no means exhaustive; rather it gives an overview of what can be achieved in this multi-faceted role.

In conjunction with the Service Manager, you will be responsible for the supervision of some team members, and therefore you will need to be self-motivated and pro-active, with a real passion to making a difference.

Training & Qualifications

As a Team Facilitator you will be required to maintain an appropriate professional registration and achieve relevant qualifications in line with the professional registration requirements.

Guidance and support will be offered to achieve and maintain the relevant registration requirements.

This requirement will be SVQ 3 plus the completion of two additional supervisory SVQ units, or an equivalent qualification.

What makes a great Team Facilitator?

Successful Team Facilitators will be natural leaders with strong organisational skills and a passion for supporting people. You will have experience in social care or a related field, with the confidence and capability to supervise and motivate teams.

Excellent communication, problem-solving, and decision-making skills are essential in this role. Knowledge of care planning systems and rota management processes is desirable, alongside a familiarity with the regulatory requirements as outlined by the Care Inspectorate and Scottish Social Service Council.

Your benefits will include:

- £30,596 - £32,463 per annum (pro rata)
- A comprehensive induction, continual professional development including a relevant SVQ qualification which is paid by Carr Gomm and career progression opportunities.
- 35 days' holiday per year, increasing to 40 days on length of service, with a sell back scheme.
- Enhanced maternity, paternity, adoption and sick leave.
- A Defined Contribution pension scheme, with incremental employer contributions.
- Free Blue Light Card (giving access to thousands of discounts and promotions)
- Access to the Carr Gomm App: which includes free physiotherapy, health coaching and counselling.
- Membership of a credit union.
- Cycle to work scheme and more