

JOB DESCRIPTION

Post: Team Leader

Location: James Dixon Court

Accountable to: Registered Service Manager or Deputy Manager

Direct Reports: Care and Service Support Staff

WORKPLACE VALUES

The post holder will be expected to operate in line with our workplace values, which have been co-produced by individuals who use our services.

Our core values:

- **Big Hearted:** we say that we are proud of the quality of care, empathy and kindness we offer to the people we support and each other
 - **Count on Us:** we act in a way that you can rely on us to be able to meet the needs of the people we support and each other
 - **Together as One:** we say that we take pride in working as a team to deliver a very person-centred service
 - **People Focused:** we recognise the importance of transparency, trust, recognition and development within our workforce.
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JOB PURPOSE

Support and assist in the day to day operation of the Residential and Short Stay Enabling Service, ensuring provision of a service that is compliant with relevant legislation, Company policies and other relevant guidance.

Oversee the delivery of the service for vulnerable older people; working with a person centred focus to promote well-being, choice, dignity, development, independence and inclusion.

Deputise for the Deputy Manager to take temporary control as required.

MAIN DUTIES

1. Supervise and support all care and support staff ensuring that they are fully trained to carry out their role and provide a high quality service within a safe working environment.
2. Allocate and monitor the work of staff to ensure work is delegated and completed accordingly, ensuring resident's needs are met, as per their Care Plan.

3. Ensure staff are made aware of and respond to changing needs of the residents. Provide staff with adequate information on day to day issues to enable them to carry out their duties effectively.
4. Assist in the management of client care including admission, discharge, medication management and daily care routines to ensure that services users have appropriate care plans to ensure that the service meets individual needs, choices and personal outcomes.
5. Follow all safeguarding procedures to ensure the protection of residents whilst in our care.
6. Carry out risk assessment processes, ensuring that risks to personal safety are identified and managed so that they do not become a barrier to developing independence.
7. Provide physical and personal care when needed, assisting individuals in aspects of personal care such as use of the toilet, bathing, dressing, meal preparation, eating, drinking, as agreed in the care plan
8. Work in partnership with residents, carers and other professionals in establishing initial care plans that are person centred and outcome focused. Regularly review and update care plans and other relevant documentation, as required.
9. Ensure all shifts are adequately and efficiently covered by fully utilising staff resources appropriately to meet residents' needs.
10. Develop and maintain positive working relationships with colleagues, residents, visitors, family members and other agencies/professionals to ensure resident's health and wellbeing is maintained.
11. Maintain open effective communication to ensure that all staff are well informed and responsive to the needs of residents and their carers/relatives.
12. Assist in the maintenance of all systems to monitor standards, performance and quality, providing management information as and when required.
13. Undertake any other duties as directed from time to time to meet the operational needs of the service.

SPECIAL CONDITIONS

Shift work to include weekends, evenings and bank holidays to cover 24/7 rota, 365 days of the year.

There may be a requirement to participate in the on call rota occasionally.

An Enhanced DBS Check

TRAINING AND DEVELOPMENT

A commitment to personal development and skills acquisition is essential to ensure the team can deliver a modern person centred quality service.

All mandatory training must be completed.

OTHER

There is an expectation placed on all employees to achieve the appropriate level of vocational qualification at the first possible opportunity.

GENERAL

The post holder will be expected to work flexibly and the exact nature of the duties described above is subject to periodic review and is liable to change. In particular the post holder will be self-motivated and will effectively prioritise activity to achieve the maximum benefit.

This job description is a representative document. Other reasonably similar duties may be allocated from time to time commensurate with the general character of the post and its grading.

All employees are responsible for the implementation of the Health & Safety Policy as far as it affects them, colleagues and others who may be affected by their work. The post holder is also expected to monitor the effectiveness of the health and safety arrangements and systems to ensure appropriate improvements are made where necessary.

The organisation has an approved equality and diversity policy in employment and copies are freely available to all employees. The post holder will be expected to comply, observe and promote the equality and diversity policies of the organisation.

Due to the nature of the post, the individual will be required to undertake any checks as required under Safeguarding and/or relevant employment legislation.

Since confidential information is involved with the duties of this post, the post holder will be required to exercise discretion at all times and to observe relevant codes of conduct, codes of practice and legislation in relation to the General Data Protection Regulations.

Undertake and participate in training, coaching and development activities as appropriate.

Date: November 2020

PERSON SPECIFICATION

Jobholder Requirements Team Leader	Essential (E) or Desirable (D)
Qualifications & Training	
Diploma in Health & Social Care Level 3 or equivalent	E
Diploma in Management Level 3 or equivalent	D
Experience	
Sufficient experience of supervising staff to adequately meet the requirements of this post	E
Experience of working with vulnerable adults	E
Experience of writing care plans and carrying out risk assessments to ensure residents' needs are met within a safe working environment	E
Experience of working within a residential service	D
Skills/Knowledge/Aptitudes	
Ability to supervise and direct the work of others	E
Knowledge of relevant legislation and compliance criteria	D
Ability to safely administer medication	E
Ability to use initiative and plan own workload	E
Good communication and time management skills	E
Strong organisational skills	E
Microsoft Office Applications	E
Awareness of CQC Essential Standards	E
Special Requirements	
An Enhanced DBS Check	E
Ability to work flexibly to provide management cover to meet the requirements of the service	E