



JOB DESCRIPTION

JOB TITLE: Team Leader

RESPONSIBLE TO: Registered Manager / Team Manager

Salary: £19,760 – £23,920 per Annum (40 hours per week)
(Starting at £ 9.50 per hour)

ROLE SUMMARY

The holder of this post will be a person who is interested in working adult and their care. The post holder must be versatile and adaptable enough to develop and use a variety of skills and who is willing to work as part of an enthusiastic team committed to the care of adult and elderly people. She/ he will be expected to be committed to the Home's philosophy of care and to maintain high standards of integrity, confidentiality and professional behaviour in her/ his approach to service users/ clients.

The role of Team Leader is very wide and will vary from day-to-day, taking account of the individual post holder's talents and aptitudes as well as the needs of the service users/ clients. The aim of the position is to maintain continuity of care and support to all service users/clients and to ensure efficiency and reliability of all visits to service users/clients by suitably trained and experienced care workers. As a Team Leader, you will also be required in conducting assessments when required and care plan reviews.

It is the responsibility of the Team Leader to assist the Registered / Team Manager to organize the day to day running of the service provision through the Policies, training, supervision and guidance provided by the Company.

It is the responsibility of the Team Leader to support the Registered / Team Manager in achieving the aims and objectives of the Company and achieving the level of quality in the service provided to the service users/clients in accordance with the Company's Quality Assurance Policy.

To assist the Registered / Team Manager in marketing the services provided by the Company and liaising with commissioners, prospective service users/ clients, health professionals and other agencies connected with training and development of the service.

MAIN RESPONSIBILITIES

A. Personal Care of Clients / Service Users

1. To work under the guidance of the Home Manager/ Senior Care Staff to implement an individualised plan of care for each service users/ clients and to meet the physical, emotional and social needs of service users/ clients in the following areas:
 - i) Personal hygiene, including assistance with bathing, care of skin, mouth, nails, etc.
 - ii) Dressing and Grooming
 - iii) Nutrition, including the preparation and serving of meals and drinks and feeding those service users/ clients who require assistance.
 - iv) Elimination, including assisting service users/ clients to use toilets, commodes or bedpans and removing and cleaning equipment after use.
 - v) Mobility and exercise, including assisting service users/ clients into and out of bed using safe lifting and handling techniques and at all times encouraging maximum independence.
 - vi) Recreational activities, including assisting service users/ clients in appropriate creative therapy and activities and assisting with and participating in outings, visits and other social functions.
2. To work with other staff, visiting specialists, service users/ clients' relatives, friends and volunteers, to meet the total needs of service users/ clients, ensuring always that the care given is personalised, is in accordance with the service users/ clients' wishes, maximises independence and self-care and supports the service users/ clients' rights to privacy, dignity and choice.
3. To work within the policies and procedures of the organisation, in particular those relating to fire prevention, health and safety at work and to the confidentiality of service users/client's personal information.
4. Offer personal care to the service users/ clients in a respectful, dignified and non-judgemental manner using appropriate manual handling techniques and equipment if required and participate in training relevant to this.

B. Housekeeping

1. To undertake housekeeping and domestic duties as follows:
 - i) Cleanliness, maintaining a high standard of cleanliness within the home.
 - ii) Laundry i.e. use of washing and drying machines as required.
 - iii) Maintenance, including assistance with ordering supplies, and reporting defects in equipment and the fabric of the building.
 - iv) To care for individual's property, undertaking any aspect of Home management within the Home as required, e.g., domestic work, participating in meal preparation, laundry.

C. Care/Support Plan and Medication

- i) To assist in the development of all practical skills as used in shopping, visiting the doctor and dentist. This also includes areas of self-care as required plus support to maximise domestic skills or independent living skills.
- ii) Complete all written information according to requirements in a manner, which is professional and accessible to colleagues and other professionals.
- iii) Undertaking supervised key worker duties with clients, family and other key workers as appropriate.
- iv) Participating in the development, monitoring and the updating of Person-centred Plans for key client.
- v) Appreciate, understand and have knowledge of different ethnic needs, and ensure that they are met and encourage clients similarly.
- vi) To respond in an appropriate way to aggressive, self-injuries, or other challenging behaviour exhibited by clients/service users.
- vii) Administer prescribed medications to clients according to Global Social Care Services policies and procedures. There must be two staff present before administering client's medication.

D. Staff Supervision and Development

- i) Organise and deploy staff by arranging efficient programmes of work within a locality, consulting as appropriate with Manager.
- ii) In liaison with the Manager, ensure staffs have a workload related to their skills, experience and level of responsibility.
- iii) Undertake staff supervision (and Performance Review and Development meetings) within a locality to ensure that duties are performed in line with service objectives and procedures.
- iv) To participate in the recruitment and selection process as required.
- v) Ensure that staffs act in accordance within statutory requirements, as well as company policies and procedures. Identify team developmental and training needs and oversee the provision of training as required with support and guidance with the Team Manager.
- vi) To initiate the absence management procedures, including conducting return to work interviews.
- vii) To assist and participate in induction training, as required under the direction of the Manager.
- viii) To arrange and conduct team meetings as required, contributing to an effective system of communication and updating staff on changes to procedures/policy.

E. General

- i) To participate in training programmes both internal and external.
- ii) To work as a member of the care team to create a homelike supportive, stimulating and comfortable environment.
- iii) To report immediately any incident of ill-treatment, verbal, physical or mental, to the Team Leader/ Registered Manager.
- iv) To report any complaint made by individuals at the Home, or on behalf of them by relatives, friends, to the Home Manager.
- v) To participate in the development and implementation of opportunities for recreation, socialisation, holidays, in line with the concept of normalisation.



- vi) To promote service users/ client's self-advocacy.
- vii) To attend staff meetings, to discuss and review training progress and the management of the Home.
- viii) Support clients in accessing and participating in community-based activities such as Adult Education classes, social events, sports groups etc.
- ix) Participating in sleeping-in duties, evenings, weekends, bank holidays and client's holidays.
- x) Responsibility for the ongoing management of the service in the absence of more senior staff.
- xi) Have awareness of oppressive and sexist attitudes and encourage clients to avoid these.
- xii) To undertake driving duties if required. (UK Licence holders only)
- xiii) To undertake any other tasks required that help with the implementation and development of services.
- xiv) To use and assist others in the use of information technology systems to carry out duties in the most efficient and effective manner.
- xv) To achieve service outcomes and outputs, and personal appraisal targets, as agreed by the line manager.
- xvi) To undertake training and constructively take part in meetings, supervision, seminars and other events designed to improve communication and assist with the effective development of the post and post holder.
- xvii) At all times carrying out responsibilities and duties in accordance with all relevant legislation, codes of practice and Global Social Care policies and procedures.
- xviii) To undertake any other appropriate duties commensurate with the post as directed by the Registered Manager/ Team Leader.

This job description will be reviewed periodically in consultation with the registered manager.

Person Specification

Person Specification including Competencies		
	Essential	Desirable
Experience & Knowledge		
An understanding of the health and social care sector and the provision of person-centred care in the community	✓	
Over 1-year previous experience in a similar role.	✓	
Over 3 years of experience working with people with learning disabilities, autism, mental health problems and behaviour described as challenging.	✓	
Ability to conduct assessments when required.	✓	
Ability to create, review and update service user care plans and risk assessments.	✓	
Safeguarding service users' rights and dignity	✓	
Previous experience in Domiciliary Care		✓
Proven ability to follow a schedule of work accurately	✓	
Personal Qualities		
Good level of self-motivation	✓	
Effectively manage own workload and time	✓	
Have a caring, patient and reliable nature	✓	
Communication		
Good level of written and spoken English	✓	
Ability to communicate clearly with service users, colleagues and others	✓	
Teamwork		
Ability to work cooperatively and effectively as part of a team	✓	
Qualifications		
Good level of general education	✓	
Proven IT Skills, including use of Microsoft Office and Excel	✓	
NVQ level 3 in Health and Social Care and above. And working towards a leadership course	✓	
Commitment to in house training and reflective practice	✓	
Good general education skills and literacy		

Other		
Full, valid driving license and access to a suitable vehicle		✓
The legal right to work in the UK	✓	

WORKING CONDITIONS

Physical Demands

The Team Leader will have to spend long hours sitting and using office equipment and computers, which can cause muscle strain. The Team Leader may also have to do some light lifting of supplies and materials from time to time.

Environmental Conditions

The Team Leader may have to manage a number of projects at one time and may be interrupted frequently to meet the needs and requests of clients and staff. The Team Leader may find the environment to be busy, noisy and will need excellent organisational and time and stress management skills to complete the required tasks.

Sensory Demands

Sensory demands include use of the computer, which may cause eyestrain and occasional headaches. The office may be noisy and busy making it difficult for the Team Leader to concentrate.

Mental Demands

The Team Leader will have to manage a number of requests and situations at one time. Stress may be caused by the need to complete tasks within tight deadlines.

CERTIFICATION

I certify that I have read and understand the responsibilities assigned to this position.

Employee Name:

Employee Signature:

Date:

I certify that this job description is an accurate description of the responsibilities assigned to this position.

Supervisor's Title:

Supervisor's Signature:

Date:

I approve the delegation of responsibilities outlined herein the context of the attached organisational structure.

Manager's Name:

Manager's Signature:

Date:

The above statements are intended to describe the general nature and level of work being performed by the incumbent(s) of this job. They are not intended to be exhaustive list of all responsibilities and activities required of the position.

It will also include any other duties appropriate to the post as directed by the Registered Manager and Manager.