



JOB DESCRIPTION

JOB TITLE: Team Manager / Team Coordinator

RESPONSIBLE TO: Registered Manager

Salary: £25,000 - £31,200 per Annum

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.

They will be responsible for preparing and maintaining up to date support plans and co-ordinating the provision of high quality, individualised, support by support staff. Key to the job is adopting a proactive approach to achieving a positive, engaging, promotional and relationship building role with Local Authorities and all other stakeholders.

MAIN RESPONSIBILITIES

A. Personal Care of Clients / Service Users

- i) To oversee supported housing operations and ensure staff deliver high quality care and support services that meet the needs of the service users/clients.
- ii) 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.
- iii) Ensure clients receive appropriate support with daily living and self-care activities and directly provide that support where necessary.

B. Housekeeping

C. Care/Support Plan and Medication

- i) To be actively engaged with service users and staff, continuously seeking opportunities for improvements to service users/clients' lifestyles and staffs skills and commitment to achieve this.
- ii) To participate in the day-to-day implementation of individual support plans and activities within a challenging environment.

D. General

- i) 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.
- ii) At all times carrying out responsibilities and duties in accordance with all relevant legislation, codes of practice and Global Social Care policies and procedures.
- iii) To undertake any other appropriate duties commensurate with the post as directed by the Registered Manager.
- iv) Carry out other administrative tasks as relevant to the service and directed by the Registered Manager.
- v) Carry out investigations arising from clients, including preparing reports and resolving issues or escalating the problem to a Locality Manager.
- vi) To participate in staff recruitment, induction and training.

E. Leadership

- i) Provide leadership to the team acting as a positive role model at all times.
- ii) Manage rotas on a daily basis.
- iii) Lead the shift, ensuring staff give support that follows individual's care plans and daily support plans.
- iv) Provide effective supervision to the Care Coordinators and Senior Support Workers on your team.
- v) Provide on call cover as arranged by the Home Manager, working within on call guidance.
- vi) Ensure good team working.
- vii) Motivate, support and mentor the staff when needed.



viii) At each shift ensure staff complete all necessary paperwork to an acceptable standard and sign off.

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

Person Specification

| | Essential | Desirable |
|---------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Education/qualifications | | |
| | <ul style="list-style-type: none"> • NVQ Level 3 and 5 | <ul style="list-style-type: none"> • Evidence of personal and professional development |
| Experience | | |
| | <ul style="list-style-type: none"> • Experience of working with older people • Knowledge and use of clinical assessment tools • Understand care planning processes and have experience of writing care plans • Experience of leading a shift | <ul style="list-style-type: none"> • Experience of working in the care home environment • Experience of working with individuals with dementia |
| Skills/abilities | | |
| | <ul style="list-style-type: none"> • Good organisational skills • Good supervisory skills • Good communication skills both written and verbal • Ability to contribute to, monitor and implement changes that improve service delivery and outcomes for residents • Ability to plan allocate and delegate work appropriately | <ul style="list-style-type: none"> • IT literate |
| Personal Qualities | | |
| | <ul style="list-style-type: none"> • Ability to be flexible with regard to working hours • Builds effective and credible relationships both internally and externally • Works collaboratively with others sharing ideas and information at all times • Effectively builds trust with a consistent approach between actions and words | |

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|--|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| | <ul style="list-style-type: none">• Has the ability to raise standards through innovation and new ideas• Will take responsibility for issues and resolve them.• Able to cope in difficult situations with tact and diplomacy• Ability to build rapport and positively influence others• Ability to inspire professionalism | |
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WORKING CONDITIONS

Physical Demands

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

Environmental Conditions

The Support Worker 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 Support Worker 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 Support Worker to concentrate.

Mental Demands

The Support Worker 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

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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 Team Leader.

