

JOB DESCRIPTION

TITLE: Team Leader

ACCOUNTABLE TO: Home Manager

REPORTS TO: Home Manager

QUALIFICATIONS: QCF Level 3 Diploma in Health and Social Care minimum

Job Purpose

The job holder will coordinate and manage the running of the home in the absence of the Manager, ensuring that all staff members contribute to and participate in providing quality care and life experiences to the service users.

This position calls for a flexible approach and will involve assisting the Line Manager to develop innovative and effective practice relating to team building, service user involvement, key working and outcome monitoring as set out in the CQC standards.

You will be committed to the provision of a high quality service using the person centred support plans and PROACT-SCIPr-UK® philosophy at all times.

In accordance with CQC Guidance and The White Paper Valuing People, the staff member will endeavour to contribute and participate in providing quality care and life experiences to the service user based upon the six basic values of privacy, dignity, independence, choice, rights and fulfilment. To be available to work and help provide a therapeutic, supportive, structured and relaxed environment in which service users can develop and enjoy their lives.

Main Duties

- To Lead / manage a team, being responsible to your Line Manager for the well-being of service users.
- To work with all staff in providing an effective 24-hour service and to demonstrate a reasonable degree of flexibility to ensure all shifts are covered with the required staffing levels – including sleep in duties.
- To carry out supervisions as directed by the Home Manager.
- To be proactive and empower service users to participate in the daily up-keep and running of the home.
- To work in accordance with the objectives of Care Opportunities, its policy and procedures at all times. To assist the Manager to develop innovative and effective practice relating to Service User Involvement, key-working and monitoring outcomes as set by CQC
- To ensure that the support plans, as agreed by the Clinical Team, are consistently implemented on a daily basis.

- Assist service users in having the opportunity to voice their views and be involved in the management of service delivery.
- Maintain service user confidentiality within the policies and procedures laid down for the service.
- Ensure service users are treated with respect and their dignity is maintained at all times.
- To maintain appropriate professional boundaries at all times.
- Training and coaching team members, including induction for new starters
- Allocating duties to team members.
- Ensuring the team's performance meets the required standard, and escalating concerns to the Registered Manager.
- Dealing with disciplinary issues immediately – and escalating when required.

Finances

- Assist the service users with their finances in line with their own personal plan and company policy.
- To ensure that all financial reconciliations are completed and keep Household Monies topped up.
- Support the service users to manage their bank accounts.
- In line with policy and as directed by the manager, support service users in claiming the correct benefits and pay their bills.
- Notify the Manager of any discrepancies.

Quality Assurance

- To assist in the monitoring and assessment of service delivery.
- To assist the Home Manager in ensuring the home meets all requirements in line with current legislation.
- To assist in reviewing and updating policies and Procedure to ensure continuous development and improvement.

Other Duties

- To use initiative in making the best use of all available resources in the home, to meet the needs of each service user.
- To assist in maintaining a good standard of hygiene and tidiness within the home, when required, to check all equipment including emergency and fire equipment.
- Ensure active compliance with Health and Safety at Work Act 1974, Fire and any other statutory legislation.
- To ensure accurate recording as set out by the Home Manager.
- To arrange and run staff meetings, contributing to the review of current working practices and future developments.
- To participate in relevant training to update and enhance knowledge base.
- Participate in the on call system for the company.

This Job Description is not intended to be a complete list of duties and responsibilities, but indicates the main aspects attached to this post and should be read in conjunction with the Companies Policies and Procedures.

PERSON SPECIFICATION

JOB TITLE: TEAM LEADER

Characteristics	Essential	Desirable
Educational Requirements	QCF Level 3 Diploma in Health and Social Care.	Leadership and management qualification.
Experience	2 years' experience in the care field.	Minimum of 12 months experience in a senior post, working with adults with learning disabilities and challenging behaviour.
Skills	<p>Able to demonstrate ability to promote effective communication and relationships between service users, co-workers, parents and senior managers.</p> <p>Good interpersonal skills.</p> <p>Ability to demonstrate problem solving skills and ability to react quickly and effectively, often in challenging and difficult situations.</p> <p>Good understanding of Health & Safety legislation applicable to a Care Home environment.</p> <p>Able to conduct supervisions for junior staff.</p>	<p>Supervisory Experience.</p> <p>Basic IT.</p>
Personal Attributes	<p>Non- discriminatory and non-judgemental practice.</p> <p>Professional approach to work.</p> <p>Hard working and motivated.</p> <p>Enthusiastic.</p> <p>Willing to learn new skills.</p> <p>Reliable.</p> <p>Ability to promote independence.</p> <p>Experience of forming and maintaining appropriate professional boundaries.</p>	