**Value Based**

**Job Description & Person Specification**

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| **Job Title:** | Team Leader |
| **Reports To:** | Registered Manager & Deputy Manager |
| **Job Overview:** | * To provide leadership to the care staff team on shift. * To supervise care staff to ensure they are delivering “Best Practice” support to service users in accordance with policy & procedure, agreed standards and current legislation/regulations. * To support the Registered Manager & Deputy Manager, by providing first level management to support workers. * To maintain skills at a current level and undertake such training and development as required to maintain and progress knowledge.   **Note:** *In addition to these functions, employees are to carry out such duties as may reasonably be required.* |
| **Location:** | The service premises, although you may be required to work from other locations at the discretion of the company and with appropriate notice. |
| **Working Hours:** | 5 days over 7-day period, with varying shift patterns as agreed with the Registered Manager. |

**Responsibilities & Duties of the Job**

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| **Role-Specific**  **Duties** | The Team Leaders responsibilities include but are not limited to the following:   * Ensure that service users are at the heart of care delivery and their wishes and preferences are taken into consideration to enhance their wellbeing. * To supervise staff and ensure that all staff contribute to the efficient running of the service. * Be responsible for promoting and protecting the welfare of those individuals supported by the service. * Ensure care plans and other information about how to support service users are followed. * Be responsible for informing the Registered & Deputy Manager of any changes in the needs of service users. * Be responsible for promoting & safeguarding the welfare of those individuals they support |

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| **Working**  **With Others:** | * Develop effective working relationships with other employees within the service. * Work in cooperation with members of the multidisciplinary teams to maximise opportunities for service users. * Maintain and develop relationships with their family, friends and other professionals. |
| **Leading By**  **Example:** | Other duties and responsibilities to be undertaken may include any (or all) of the items in the following list:   * Seek opportunities for personal and professional growth * Be a role model for care staff and be an ambassador for the service. * Be professional, polite and reasonable at all times |
| **Personal & Professional Development:** | * Have a knowledge of, and work within, the CQC Fundamental Standards. * Understand the regulatory framework that governs the service, including the role of the CQC and its requirements. * Commit to achieving the relevant qualifications needed to fulfil the role. * Attend statutory training and any other training as directed by management. * Understand and follow all policies and procedures relevant to the role. * Be open to learning opportunities. |

**Person Specification**

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| **Specific Requirement for Qualifications** | **Essential** | **Desirable** |
| Good Level of English; Written & Verbal | **√** |  |
| Vocational qualification level 3 Health and Social Care |  | **√** |
| Supervisory or management qualification |  | **√** |

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| **Specific Requirement for Skills** | **Essential** | **Desirable** |
| **Proficient Written Skills:** | | | |
| Maintain all care plans/care records in accordance with the service’s policy. | | **√** |  |
| **Leadership Skills:** | |  |  |
| Ability to induct and orientate new employees to the job role and service | | **√** |  |
| Organise and plan supervision and appraisals for care staff | | **√** |  |
| Provide and oversee staff providing people with support/assistance as they accomplish daily tasks, including bathing, eating, dressing, grooming and using the bathroom | | **√** |  |
| Dispense medication following the service’s policies and procedures | | **√** |  |
| Communicate any problems, concerns or changes to service users’ family members as needed | | **√** |  |
| **Communication Skills:** | |  |  |
| Team Leaders must build a rapport with service users by establishing personal connections and showing an interest in their lives | | **√** |  |
| The post-holder should recognise the importance of effective communication within the multidisciplinary team, with service users and their families/friends whilst recognising people’s needs for alternative methods of communication, and respond accordingly | | **√** |  |
| To greet visitors and show prospective service users and families the facilities as required | | **√** |  |
| **Problem Solving Skills:** | |  |  |
| Senior Carers need to be able to adapt to, and address situations quickly. Plan, develop, implement and assess approaches to promote health and wellbeing, whilst recognising and reporting situations where there might be a need for protection | | **√** |  |
| **Disposition/Personal Attributes:** | | | |
| Empathy, understanding & non-judgemental attitude | | **√** |  |
| Professionalism, Reliability & Honesty | | **√** |  |
| Ability to work on own initiative & as part of a team | | **√** |  |

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| **Specific Requirement for Previous Experience** | **Essential** | **Desirable** |
| Previous experience of working in a similar environment | **√** |  |
| Previous experience of working in a similar role |  | **√** |
| Experience of working with service users, in particular, those that may have additional support needs. | **√** |  |

**Company Values**

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| **Area** | **Specific Requirement** |
| **Dedication:** | * Providing the highest level of support/care to service users. * Following legalisation, regulations & company policies |
| **Support:** | * In accordance with individual person-centred care plans * Commitment to safe work practices & care delivery |
| **Loyalty:** | * Ensuring commitment to the expectations outlined within your job role |
| **Respect:** | * Be kind and courteous, lend a helping hand or ear and practice compassion. * Listen to others and respect differences in beliefs and opinions. |
| **Trust:** | * Always doing the right thing, even if no one is watching |

**Values-Based Personal Qualities**

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| **Area** | **Specific Requirement** |
| **Working Together** | * Involve service users, families, external agencies and colleagues * Speak up when things go wrong |
| **Respect and Dignity** | * Understand person-centred care and can demonstrate treating people as individuals and respecting choices * Promoting independence and encouraging appropriate risk taking |
| **Everybody Counts** | * Ensuring no one is discriminated against or excluded * Understand human rights and impact on care delivery * Facilitating people to ‘speak up’ about concerns and acting upon them |
| **Commitment to Quality of Care** | * Striving for quality in everything we do recognising and understanding what quality in care means for people using the services * Being accepting about criticism and focusing on improvement * Being open to new opportunities for learning and identifying the limits of skills and knowledge |
| **Compassion** | * Treating people with kindness * Understanding the importance of empathy in all areas of employment * Understanding the values of others and always providing a caring service |
| **Improving Lives** | * Focus on how things could be done better and sharing ideas * Understanding of wellbeing and what is important to people using the service * Improving outcomes for people * Ensuring appropriate services are provided for people using the services |

**Code of Conduct**

*Requirement for ALL Healthcare & Adult Social Care Workers*

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| * Be accountable by making sure you can answer for your actions or omissions. |
| * Promote and uphold the privacy, dignity, rights, health and wellbeing of people who use health and care services and their carers at all times. |
| * Work in collaboration with your colleagues to ensure the delivery of high quality, safe and compassionate healthcare, care and support. |
| * Communicate in an open, and effective way to promote the health, safety and wellbeing of people who use health and care services and their carers. |
| * Respect a person’s right to confidentiality |
| * Strive to improve the quality of healthcare, care and support through continuing professional development. |
| * Uphold and promote equality, diversity and inclusion |