job description TEAM LEADER

**Purpose of role:**

As a Team Leader you will take a key role in delivering the services within the home ensuring the promotion of good working practice and offering a role model to support staff. You will work closely with the Home/ Hospital Manager to provide professional support, supervision and guidance to Support Workers, and ensure continuity of care.

**Responsibilities:**

* To carry out all company duties, tasks and responsibilities in accordance with the company's principles of care, whilst ensuring the safety, care and well-being of service users and colleagues at all times.
* Assess service levels required for clients.
* Monitor and review care plans and keep relevant people informed accordingly.
* Work with the Home Manager, Care Managers/Social Workers, users and their relatives to formulate care plans.
* Provide professional support, supervision and guidance to Support Workers.
* Develop the range of support available by maintaining up to date knowledge and skills through training and research.
* Co-ordinate the rotas of Support Workers and ensure continuity of care.
* Implement the Company's procedural requirements including Disciplinary, Health and Safety, Financial and Quality Assurance systems.
* To further develop the service as required, meeting the ever changing demands of service users and Local Authorities.
* Maintain confidentiality regarding all issues and information relating to service users within the bounds of the Company's policy on confidentiality.
* Read and keep oneself informed about Company policy through the Policy and Procedure and Human Resources manuals which are available within the home, and the Company guidance notes issued to all staff and updated on a regular basis.
* To keep oneself informed about any changes to legislation that may impact on the Health Care Sector.
* Comply with the Company's, service users’ or Social Services Departments’ reporting requirements with regard to monitoring the care of service users, statistical, financial or quality assurance information.
* To attend staff meetings and Company training.
* To provide a professional and respectable role model for service users and respect the integrity of the Company at all times.
* If an approved driver, to drive company vehicles with due care and attention taking into account the needs, safety and comfort of service users.
* To report any suspicions, concerns, or if witnessing any incidents affecting the safety or well-being of service users/patients to a senior colleague immediately.

*NOTE: Notwithstanding the detail within the job description, the post holder may be asked to undertake such duties determined by the Line Manager, up to or at a level consistent with the principle responsibilities of the post.*

**ADDITIONAL INFORMATION**

The following supplementary information will form part of your job description.

**Codes of Professional Conduct:**

Staff are required to abide by the all relevant Company policies and procedures and any relevant national / professional Codes of Conduct or Practice.

**Confidentiality:**

Information relating to patients, employees and business of the Company must be treated in the strictest confidence. Under no circumstances should such information be discussed with any unauthorised person(s) or organisations. All staff must operate within the requirements of the Whistleblowing Policy.

**Health & Safety:**

Employees are required to ensure they are aware of, and comply with, policies and procedures relating to Health & Safety (whether statutory or Company), and assist in ensuring the compliance of other staff.

**Equality & Diversity:**

The Company is committed to ensure that no job applicant or employee receives less favourable treatment on the grounds of age, disability, gender, race, religion or belief, sexual orientation, marital status, gender reassignment or pregnancy/maternity. We fully support the right of all staff to equal opportunities and are committed to the development of a diverse workforce.

**Policies:**

It is the responsibility of staff to be familiar with Company policies that affect them, and work within the scope set out in them. Managers are responsible for ensuring staff know of, and work within the Company’s policies, procedures and protocols.

*NOTE: Notwithstanding the detail within the job description, the post holder will undertake such duties as may be determined by the Company from time to time, up to or at a level consistent with the principal responsibilities of the post.*

person specification TEAM LEADER

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| **Team Leader Person Specification** | | |
|  | **Essential** | **Desirable** |
| ***Education & Qualification*** | * NVQ/ QCF 2 Health & Social Care. * NVQ/ QCF 3 Health & Social Care. |  |
| ***Experience & Knowledge*** | * Knowledge of the importance of confidentiality. * Complies with legal obligations and safety requirements. * Ensure all relevant company training is kept up to date. * Knowledge of writing care plans in line with PCP. * Relevant experience of working with adults who have learning disabilities and complex behaviours. * Evidence of compliance with all legal (e.g. Care Standards Act 2000, and Domiciliary Care Regulations 2002) as well as all health and safety obligations. | * Basic administrative skills. * Experience of preparing and organizing activities. * Relevant experience of leading a small team. |
| ***Skills & Abilities*** | * Willingness to undertake PCP with residents. * Ability to work to agreed plans. * Good problem solving skills. * Time Management - ability to work on more than one task at a time. * High degree of organisational skills. * Ability to lead and work as part of a team. * Excellent interpersonal communication and presentation skills. * Ability to demonstrate professional attitude with excellent influencing, negotiating and partnership skills that enables collaborative working. | Clean Driving licence |
| ***Personal Attributes*** | * Ability to display empathy, patience and understanding. * Flexible attitude to work. * Energy, ambition and enthusiasm. * Adaptability and resilience. * Flexibility to respond to emerging initiatives which support the care of residents. * Ability to work on own initiative. * Clear communicator – both verbally and written. * Approachable. * Conscientious. * Self-Confident. * Reliable and Responsible. * Honest. * Personal drive and commitment. |  |
| ***Physical Abilities*** | Sufficiently mobile to be able to participate in day to day recreational activities with service users, preventing absconsion and exercising control and restraint when necessary. |  |