

JOB DESCRIPTION

Job Title:	Team Leader (SCA)
Responsible to:	Deputy Home Manager
Responsible for:	Care Workers

SUMMARY OF MAIN RESPONSIBILITIES

To support the Home Manager and Deputy Manager in providing high quality care within a homely environment. This also includes supporting the management of the home by leading a team of care workers.

1. To take leadership of your assigned unit when on shift to ensure that residents care and support needs are fully met in line with company policy and procedure. This will include the appropriate deployment of staff team members and ensuring that staff effectively completes assigned care and domestic duties throughout the shift.
2. To provide (alongside care workers) high quality care by attending to residents' physical, emotional, spiritual and personal needs as described in individual care plans whilst promoting the ability, capacity and the independence of residents. This will include directly washing, dressing, bathing, continence care, support with nutrition and hydration and other personal needs.
3. To take the lead in promoting dignity, privacy and the independence of residents. This includes talking and listening to residents; respecting at all times the individual's rights to privacy and dignity; helping each individual to overcome any anxieties and to enjoy the facilities of the Home whilst retaining as much of their own independence as possible.
4. To identify, meet, monitor and review the social, emotional and cultural needs of each resident. Ensure that social activities and interaction is provided during the shift and support the weekly programme of unit based activities.
5. To monitor and administer medication for each resident on the unit and maintain records in accordance with standard procedures.
6. To observe and report physical, physiological and emotional changes to the well-being of the resident and take actions (such as seeking and arranging professional advice) and report all changes to other staff and management.
7. To ensure each assigned resident's care plan is prepared, maintained, updated and reviewed in accordance with the Care Manual and CQC requirements.
8. To undertake the lead 'key worker' function within the unit and ensure that all residents have assigned keyworkers that are providing appropriate support.

9. To support residents to continue their usual contact with friends and family, participate in activities in the community and undertake personal shopping.
10. Ensure a detailed handover has been completed at the start/end of a managed shift to ensure that staff within the unit are fully updated and prepared for their shift.
11. To complete supervision and appraisal meetings with assigned care staff who work within units and feedback reviews to the Deputy/Home Manager.
12. To maintain a professional and positive working relationship with residents, relatives, GPs, district nurses and other professional stakeholders you may encounter within the Home.
13. To support assessments for new potential residents as requested.
14. To comply with Quantum Care Ltd policies and procedures at all times including safeguarding and Equal Opportunities.
15. To participate in staff meetings, training and development (including statutory training and training updates), supervisions and appraisals.

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This job description may be altered at any time in the future in line with the level of this post to meet changing business requirements, but only in full consultation with the post holder.

This job profile is not a definitive or exhaustive list of responsibilities but identifies the key responsibilities and tasks of the post holder. The specific objectives of the post holder will be subject to review as part of the individual performance review process.

PERSON SPECIFICATION

Skills and Abilities	Essential – (E) Desirable – (D)
Ability to understand the needs of older people.	E
Ability to communicate effectively, verbally and in writing with residents, families, visitors and staff and other client groups	E
Ability to set and maintain standards of care in accordance with Quantum Care's standards and the Health and Social Care Act.	E
Trustworthy and able to deal confidentially with information.	E
Physically fit and able to cope with the demands of the post and attend for work on a regular basis	E
Ability to lead, motivate and manage team members effectively, including taking the lead in the training of statutory subjects to team members.	E
Ability to work under pressure to tight deadlines.	E
Ability to take the initiative and deal effectively with emergency situations.	E
Ability to write reports and maintain clear and accurate administrative and professional practice records.	E
Ability to develop and maintain effective working relationships with other professional agencies.	E
Ability to handle complaints professionally and effectively.	E
Ability to interpret and adhere to policies and procedures including Health and Safety.	E
Excellent planning and organising skills.	E
Knowledge	
NVQ 2 or QCF Diploma Level 2 in Health and Social Care.	E
NVQ 3 in Health and Social Care (Or willingness to work towards)	D
Level 2 Award in Dementia awareness or equivalent	E
Good literacy skills.	E
Good IT skills	E
Excellent communication skills both verbally and writing	E
Experience / Personal	
Experience working with the older people, or other adult client group.	E
Supervisory/managerial experience.	D
Experience of managing staff cover/rotas.	E
Experience of working with and across professional boundaries/ agencies.	E
Experience of working with community groups/representatives.	E
Flexible approach to working hours.	E
Calm and able to think clearly when under pressure.	E