

## **Team Leader Job Description**

**Reporting to** Designated line manager

**Department** UK Services

### **Purpose of the job**

To supervise and deploy staff within their allocated team, ensuring the provision of care, personal support, daily living tasks and activities with customers either within their own home, day centres or in residential care settings.

To assist the Service Manager, Deputy Manager and other colleagues to support individual customers to attain their full potential and maximise the options available, encouraging choice, participation and motivation.

### **Key responsibilities**

#### **Leading a team**

- To be responsible for the day-to-day management of a team ensuring that it maintains a high standard of professional support in line with all relevant regulations, policies and procedures.
- Ensure the effective operation of the staff key worker system.
- Organise and manage the rostering process so that sufficient staff are provided at all times in accordance with the requirements of customers.
- Provide practical induction training to new staff and promote on-going staff development through personal reviews, regular supervisions, annual appraisal, competency assessments and team meetings.

#### **Working with our customers**

- To work in partnership with customers, encouraging choice, participation and motivation.
- Ensure any incidents or events that may have an impact on the customer's PCP are reported and recorded, liaising with the immediate supervisor (and/or any other relevant staff) as appropriate.

- Work closely with the respective manager and any respective health care professionals in the development of person-centred plans (PCPs) and ensure that customers' reviews are carried out within prescribed timetables.
- To be responsible for the accurate monitoring and recording of all customers documentation in respect of individual service plans, reviewing and escalating as required.
- Contribute to the on-going assessment of customers (including assessment of new customers), observing any deterioration in their health and well-being and ensuring this is managed and recorded in an appropriate way.
- Undertake regular risk-assessments take place in line with the respective requirements of the service and ensure that Support Workers are trained appropriately.
- To participate in Quality Assurance Framework auditing process as required.
- Where required, support customers with their physical care and personal hygiene needs, ensuring that their independence is maintained and ensuring appropriate levels of privacy and dignity.
- To liaise as delegated with external agencies (e.g. District Nurses, Social Workers, Housing Providers, etc). Ensure that identified needs and aspirations are being met and that support is given to the agreed standards as part of a multi-disciplinary approach to support.
- Where required, to administer medication and/or delegated nursing care as directed by nurses, medical advisors and supervisors or line-manager.
- Support and facilitate communication with customer's relatives, friends, professional helpers and other members of staff, ensuring the continuity of quality and safety in the provision of personal care services.
- Where required, to be responsible for the safe ordering, administering and storage of medication in line with all relevant policies and procedures.
- Where required, to escort and assist disabled people both in and around the Service setting, as well as to accompany them to other external events and appointments in the wider community.
- To undertake driving if required.
- Where required, to support customers with personal money matters in accordance with policies and procedures.
- To take part in the on-call procedures as required at the service.

## **General duties**

- Facilitate regular team meetings and attend any other meetings as required.
- Comply with all Health and Safety policies and procedures.
- Comply with LC and any local safeguarding and mental capacity act (MCA) policies and procedures.
- Work within the regulatory compliance requirements applicable at the respective service.
- Maintain an awareness of individual customer risk assessments relating to specific support needs, for example, dysphagia, mobility and safety.
- Assist the Service Manager in monitoring expenditure against budget, ensure the allocated budget is kept to and to maintain effective accounting systems and records.
- Participate in staff recruitment/selection with the Service Manager.
- Undertake required training for self and team, including updates (sometimes off-site and outside normal working hours) and be responsible for maintaining and improving own knowledge and skills.
- Undertake additional responsibilities as requested by the Service Manager following the successful completion of specific training and personal skills development e.g. Moving and Handling Skills Instructor, Fire Marshal, etc.
- Undertake any other reasonable duties as requested.

## **Person specification Essential requirements**

- A level of professional development and registration as indicated by purchaser, regulator or LC (This may include a NVQ / SVQ level 3 in Health and Social Care Adults/Children or Young people or Learning Disability or L4 NVQ / SVQ in team leading or management or other similar qualification), dependant on location.
- Prior experience of working in a relevant care setting.
- Prior experience of supervising a team of staff.
- Prior experience of working with people with disabilities.
- To have a full, clean driving licence (if required to drive).
- To be able to work flexibly within rostered hours and be prepared to participate in an on-call rota if required by the respective service.
- If working at a Support-at-Home (SAH) service, to be able to travel to cover work allocated on the rota and to use the service's on-call system in accordance with the service guidance.
- To have knowledge of service user self-advocacy and empowerment.

- Northern Ireland only – registration with NISCC is required for this role.
- To have a genuine commitment to the values and ethos of Leonard Cheshire.

### **Key competencies and skills**

- To be able to train, coach, motivate and develop a team.
- To be able to work on their own and as part of a team.
- To demonstrate an understanding of the needs of customers.
- To have knowledge of health and safety legislation.
- To have good interpersonal skills.
- To have good verbal and written communication skills in English.
- Able to complete and maintain accurate records, maintaining confidentiality at all times.
- To be able to use standard Microsoft IT packages.

### **Our values at Leonard Cheshire**

**Positive** warm and empathetic, we always look to progress and improve.

**Proud** strong-willed and spirited, we are firm in our beliefs.

**Pioneering** confident and imaginative, we are creative change makers.

**Leonard Cheshire welcomes applications from all sections of the community. We actively encourage applications from people with a disability, supporting where possible, your requirements for reasonable adjustments.**

