

H. W. C. G. S Care Ltd

TEAM LEADER JOB DESCRIPTION & ROLE.

REPORTS TO - Manager

JOB PURPOSE: To work as Team Leader of the team in the provision of care and support services for people with mental illness, learning disabilities, autism and/or behaviours that may challenge; which aims to maximise the potential of individuals in line with ordinary life principles.

To take charge of the home in absence of the Home Manager.

Required Skills -

Team Leadership & Coaching:-

Create an environment orientated to trust, open communication, creative thinking & cohesive team effort.

Motivate & inspire team members

Lead by setting a good example (role model) – behaviour consistent with words

Facilitate problem solving & collaboration

Maintain healthy group dynamics.

Intervene when necessary to aid the group in resolving issues.

Support new team members in working through induction programme, ensure that they have the necessary knowledge to effectively participate on the team.

Recognise & celebrate team & individual accomplishments & exceptional performance

Contribute to staff appraisals & supervision process.

Team Management:-

Facilitate the day to day organisation within the home environment.

Ensure appropriate staffing levels are maintained to provide effective care provision.

Manage staff sickness levels, organising necessary cover on a day to day basis.

Familiarize the team with clients needs and ensure the team address all relevant areas of care within their individual sphere of employment.

Organise & facilitate regular staff meetings.

Provide necessary organisational information to staff team.

Help keep the team focused & on track.

Operational Management:-

Collate organisational data in agreement with Managers (monthly time sheets , sickness/accident logs, quality assurance).

Responsible for managing individual budgets on a weekly basis, reporting to Finance manager.

Attend regular meetings as directed by management.

Maintain overview of daily records, incident logs & shift planners.

Monitor all key worker records & support individual key workers to develop positive working relationships with clients.

Ensure maintenance of house environment is of a high standard (PAT testing, light bulbs, décor, general repairs).

Keep the management team informed of accomplishments & ongoing issues, participate in achieving resolutions to identified issues.

Facilitate positive working relationships with client's family & professional team.

To act in the best interests of the organisation & those for who it provides care.

Maintain quality & standards of the organisation in all areas of provision.

Maintain all areas of Health & Safety relevant to the service users, working environment & staff teams.

Monitor & support relevant First Aid awareness and training within the staff team.

EXPERIENCE

Required:

- * Evidence of management experience and knowledge working in a health care setting.

Desired:

- * Experience of a supervisory role
- * Minimum of six months working in a similar setting

EDUCATION, SPECIALIST KNOWLEDGE & QUALIFICATIONS

Required:

- * Good general education
- * Working knowledge of health and safety issues
- Working knowledge of safeguarding procedures
- * NVQ Level 3 or equivalent in social care or management.
- * Mandatory training qualifications e.g. fire safety, medication, first aid, food hygiene, manual handling, and Health& Safety awareness

Desired:

- * Knowledge of regulatory framework of service provision including Care Standards Act and The Health and Social Care Act (2008)

OTHER**Required:**

- * Satisfactory Police Check and check against the POVA List
- * Self-motivation and flexibility
- * Commitment to the aims & objectives of the service.
- * Knowledge and commitment regarding Equal Opportunities
- * A commitment to undertake training and development as required
- * Honesty, reliability and trustworthiness

Desired:

- * Car driver, and ability to drive vehicle where applicable

MAIN RESPONSIBILITIES**Clinical:**

- 1) Undertake expected working hours as indicated by company rota including sleep-in duties, sickness cover and on call roster as required.
- 2) Assist in the implementation of the philosophies and policies of the company to minimise the effects of the Clients' complex needs.
- 3) Assist in ensuring that each Client has their needs met through effective assessment and care planning. Review and monitor care plans.
- 4) Support and participate in Clients' social and recreational activities in line with Client care plans, including day trips and holidays.
- 5) Monitor all key worker records & support individual key workers to develop positive working relationships with clients.
- 6) Promote choice and involvement,
- 7) Ensure all Staff Members work in a way that demonstrates an understanding and commitment to the rights of people in service.
- 8) Consistently apply non-aversive strategies developed in response to challenging behaviours, and contribute to the review and development of any such strategies.
- 9) Encourage and enable Clients to maintain acceptable levels of personal and environmental hygiene.
- 10) Liaise with other agencies/professionals as necessary in conjunction with Managers.
- 11) Record information about Clients and ensure communication with Staff Members.
- 12) Administer medication in accordance with Company policies and procedures, and ensure that medical emergencies are dealt with appropriately. Adhere to the Company's medication policy at all times.
- 13) . Ensure that Clients' personal property, bedspace and clothing is maintained to a high standard.
- 14) Promote good practice in the team in accordance with ordinary life principles, and in line with all Company policies and procedures.
- 15) Practice maximum integrity in all dealings with Clients' personal and financial affairs, and avoid abuse of the privileged relationship that exists with Clients.

This Job Description indicates only the main duties and responsibilities of the post. It is not intended as an exhaustive list.

HWCGS Care reserves the right to amend this Job Description from time to time, according to business needs. Any changes will be confirmed in writing. Please note that you share with HWCGS Care the responsibility for making suggestions to alter the scope of your duties and improve the effectiveness of your post.