C&C
LONDON HOMES
SINCE 1926

Job Description – Team Leader

1. Main Purpose of the Job

- To take responsibility for leading care and for providing management support and supervision to the team of Care Assistants and Domestic Staff on duty in the Care Home.
- To always act as a role model for the Sills for Care Code of Conduct for Social Care Workers England and for the principles of person-centered working and embed these in their own working practices and those of team members.
- To form part of the care staff rota and be actively engaged with direct care provision.
- To safeguard residents at all times
- To take responsibility and proactive actions in maintaining and ensuring standards of care to residents within the home are compliant with CQC regulations, Health and Social Care Act 2008 (2014 regulated activities) and as amended and all C&C policies and procedures.
- Where applicable to work alongside external health care professionals ensuring the care and support of the resident is integral to their care plans.
- Be responsible for safe and effective medication administration within the home and for shift leadership as allocated.

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2. Position within C&C

- Reporting to the Care Home Manager.

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3. Key Duties and Responsibilities

- To lead the care providing management support, supervision and role model best practice to a team of Care Assistants and Domestic staff. This is demonstrated through regular recorded one to one sessions in line with CQC requirements, appraisals, return to work interviews, probationary reviews, performance management and through day-to-day best practice.

- To role model Skills for Care Code of Conduct for Social Care Workers in England and the principles of person-centered care through own working practices and embed these in staff within the team.

- To maintain a comprehensive and personal knowledge of residents to ensure their care needs and preferences are met. Interaction with residents reflects the principle of care that it is ***driven by communication not task*** engaging in conversation on topics of relevance to their interests and life histories.

- To ensure all residents have person centered care plans that are unique to them, reflect their wishes and preferences and meet the principle of care that ***our care is holistic.*** Care Plans are updated and reviewed regularly.

- To ensure all residents have comprehensive risk assessments that are based on the principle of care of ***Freedom of Movement,*** driven by taking positive risks and involve the resident and relevant family members and professionals.

- To ensure the principle of care that residents have opportunity to engage with ***meaningful and purposeful occupations and activities*** throughout the day that reflect their unique interests and preferences.

- To carry out assessment of potential and new residents as delegated by the Home Manager.

- To plan mealtimes so these reflect the principle of care that ***food is at the heart of life*** and offers an opportunity for staff to eat and talk with residents.

- To delegate and allocate duties to Care Assistants and Domestic staff ensuring that guidance and supervision is given in conjunction with systematic checks and audits to ensure best practice is followed and identifying training needs.

- To take responsibility and proactive actions in maintaining and ensuring standards of care to residents are compliant with CQC regulations, Health and Social Care Act 2008 (2014 regulated activities) and as amended and all C&C policies and procedures.

- **To take responsibility for safe medication administration duties ensuring full adherence to best practice and medication protocols.** To be responsible for the ordering, safe storage, and administration of medicines**.**

- To be fully aware of the health and well-being of each resident and take proactive steps to address any concerns of poor health or signs of ill-being and where relevant make appropriate referrals to other professionals/agencies.

- To recognise, identify and respond appropriately to any accident, incident or safeguarding concerns. To inform immediately senior manager on shift or in the event of a safeguarding concern, record concerns within an incident report and in absence of senior manager report directly to the local safeguarding team without delay and prior to leaving shift.

- To respond and record appropriately any complaints received by residents, family/loved ones or other visitors to the home and ensure senior manager is informed without delay. Where appropriate to carry out investigation as instructed by line manager, within targets and policy.

- To meet the principle of care that ***families are part of the home***, actively engaged and always warmly welcomed.

- To be involved in the recruitment and induction of new staff.

- To carry out grievance and disciplinary investigations where relevant and as instructed by line manager.

- To maintain all recording systems as necessary, including use of electronic care management records.

- To comply with all health and safety policies and procedures and take proactive steps to report H&S concerns immediately including equipment used in the provision of care, such as hoists, wheelchairs etc. Undertake audits as allocated.

  To take an active role in completion of Care Home Audits, and for delivering actions identified in the Service Improvement Plans.

- To contribute to and ensure that the environment of the home reflects the principle of care in being ***friendly, relaxed, and personalised***, and take creative steps to enable this.

- To be responsible for maintaining and improving own knowledge and skills through experience and training.

- To contribute and positively engage in supervision, staff meetings and training activities as required.

- To comply with and enforce C&C's policies and procedures.
- To undertake additional responsibilities as requested by the Home Manager, or Area Manager.

- To undertake any other reasonable duties as requested.

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Person Specification – Team Leader

	Essential	Desirable
Qualifications/ Education	Must hold a L2 diploma in Health & Social Care & be willing to work towards L3.	Level 3 diploma in Health & Social Care
	Evidence of continuing professional development and/ or self-directed learning	
Experience	To have experience of providing direct personal and social care Experience working with people who have physical and emotional health needs	Experience of working with people living with dementia and age-related health conditions Experience of working in a CQC registered service Experience and training for medication administration
	Key working and goal setting experience	
	To communicate effectively with all colleagues, professionals, and other agencies.	Experience of electronic care and medication management systems
	To have knowledge choice, self-advocacy, and empowerment of individual residents.	
	Experience of leading a team (volunteers or colleagues in a care setting) and ideally including supervision	To have supervision experience

	Essential	Desirable
Skills/Abilities/ Knowledge	To have knowledge of the Care Quality Commission Fundamental standards for care homes	
	To be able to deliver care and support to people with complex needs, promoting, dignity, respect, and self-directed care	
	To have knowledge of the Deprivation of Liberty Safeguards under the Mental Capacity Act 2005 and demonstrate sound knowledge of safeguarding issues	
	To be able to train coach and develop staff with good interpersonal skills	
	To have good verbal and written communication skills and be IT literate	Experience of electronic care management systems
Personal Qualities	Caring attitude/nature	
	Physically fit to undertake the manual handling aspects of the role.	
Circumstances	To work a rolling rota including shift patterns that comprise evenings, nights weekends and public holidays as required and to be flexible to changes.	
	To undertake learning and development activities (including updates), sometimes off site and outside normal working hours.	
	To have a flexible approach to tasks and workload with a willingness to work in any C&C location and across all service types i.e., residential, nursing or dementia.	
	The ability to work as part of a team, but to do so with own responsibilities	
Values	Must understand and share the values and distinctive culture of the organisation.	

	Essential	Desirable
	Demonstrate trust, openness, and respect in dealings with people.	
Equal Opportunities	Full commitment to equal. opportunities and diversity working practices	
Health & Safety	Positive attitude to safe working practices with a knowledge of health and safety regulations such as PPE & COSHH	Knowledge of RIDDOR

C&C is committed to safeguarding and promoting the welfare of adults at risk and expects all staff to share this commitment.

The post you are applying for may involve working with or having access to adults at risk and/or their records, therefore we may require the successful candidate(s) to undertake an Enhanced Disclosure from the Disclosure and Barring Services. The cost of this will be fully met by C&C.

We are committed to equal opportunities and welcome applications from all sections of the community.