

JOB DESCRIPTION

JOB TITLE

Team Leader

REPORTS TO

Residential Manager

1. JOB PURPOSE

Under the leadership of the Residential Manager, the Team Leader will supervise and monitor the practice of designated staff.

The Team Leader will ensure the requirements of care plans are met and that standards of care practices are adhered to. They will make an active contribution to the team working closely with others to ensure the highest standards of care, and build and maintain appropriate relationships with Service Users, colleagues and other professionals.

To ensure the operation and service provided by the residential home(s) is

- **Safe**
- **Effective**
- **Caring**
- **Responsive**
- **Well led**

and fully compliant with all

- Legislative, statutory and regulatory requirements
- Internal policies, procedures, and guidelines
- The highest standards of service delivery, corporate culture and personal values

2. PRINCIPAL ACCOUNTABILITIES

2.1 To ensure care provided is **SAFE**

- In accordance with David Lewis policies, be familiar with and regularly refresh knowledge of the Aspects and Indicators of Abuse in relation to the protection and safeguarding of children/young people and vulnerable adults and to report all concerns, suspicions, allegations and incidents to the Lead Person without delay.
- To ensure that all health and safety responsibilities are discharged to protect the health and safety of self, employees, service users and visitors and comply with best practice and legal requirements.
- To administer basic first aid and CPR in line with training.
- To administer and supervise medication programmes, in accordance with the Medicine Management Policy and the Standard Operating Procedures.
- To work within codes of confidentiality, and maintain a professional relationship with clients you support.
- Ensure that staff have read and understood DL policies and procedures and are made aware of any revisions.

2.2 To ensure care provided is **EFFECTIVE**

- To support and encourage Service Users to fulfil their potential by enabling them to create and maintain a fulfilling lifestyle, in accordance with their wishes and to encourage them to become active and valued members of society.
- To plan and organise social, educational, employment and leisure activities for residents to attend and participate in enabling them to attain a quality of life and maximise their living skills.
- To update and maintain reports as required, including rotas and Person Centred Plans.
- To promote a customer service focus in line with the company vision, mission and values.
- To be responsible for House Records, ensuring accurate, legible and complete records are kept for the House and the Residents.

- To ensure own and key teams have a knowledge and understanding of the Mental Capacity Act and Deprivation of Liberty Safeguards, ensuring correct procedures are followed and appropriate documentation is in place.

2.3 To ensure care provided is CARING

- To encourage independence and choice, support learning and development by recognising potential, building self-esteem and maximising individual capacity for independence.
- To contribute to the prevention and management of challenging behaviours in a non-confrontational, non-judgemental manner, using a consistent approach and following behavioural management guidelines.
- To be an active member of a multi-disciplinary team, and to liaise closely with staff, professionals, families and other stakeholders as appropriate.
- To participate in annual reviews and other reviews as required, including writing and presenting reports.

2.4 To ensure care provided is RESPONSIVE

- To complete action plans and notifiable events as required by external authorities, e.g. CQC and Ofsted, and following internal quality audits.
- To report changes in Service User welfare to the appropriate departments / professionals and communicate effectively with families..
- To communicate and cascade company and service user information timely and in an appropriate manner.
- To respond to complaints in accordance with David Lewis policy.

2.5 To ensure care provided is WELL LED

- To lead the shift, responding to any matters that may arise during the shift, this may include amending planned activities, staffing requirements, complaints etc.
- To ensure all aspects of Service Users' daily living pattern are undertaken to the correct standard, i.e. meal preparation and maintenance of proper standards of domestic and personal hygiene.
- To carry out some Line Management responsibilities, undertaking performance management, Care officer supervisions and appraisals.
- To record staff sickness and absence in line with David Lewis policies, this includes the completion of Sickness Absence Notification Forms and return to work interviews for support workers.
- To lead a Key Worker team, ensuring that individual care plans are identified, implemented, recorded and reviewed in accordance with legal and David Lewis standards.
- To act as a role model, demonstrating high professional standards at all times.
- To monitor the preparation, cooking and serving of food to ensure standards are met in respect of nutrition, environmental health, dietary requirements etc.
- To develop an understanding of the budget process and ensure that Service User and house monies are handled in accordance with David Lewis policy.
- To participate in the recruitment and retention of Support Workers including interviewing applicants and mentoring new starters.
- To ensure mandatory training of self and Support Workers is kept up to date.
- To promote and support awareness of equal opportunities and to ensure that bullying, harassment and intimidation are not tolerated.

2.6 General

- To assist with any other Ad Hoc duties required as and when the business may require them.

3. PERFORMANCE MEASURES

- As measured by external regulatory inspections, internal monitoring and routinely reported Key Performance Indicators – a residential home(s) / service which is judged to be:
 - **SAFE**
 - **CARING**
 - **RESPONSIVE**
 - **EFFECTIVE**
 - **WELL LED**
 - Quality of relationships with the people who use our services, families, staff and other professionals, measured by feedback, complaints and observation.
 - Line Manager satisfaction with quality of work produced, competence level, all measured by feedback, performance appraisals, supervision and ongoing performance management.
 - Quality assessment checks including internal and external audits and environmental walks of the department.
 - Feedback from other professionals.
 - Development of professional skills measured by enhanced competence and attainment of qualifications.
 - Ongoing ability to fulfill the fitness and mobility requirements of the role.
-

4. KEY COMPETENCIES

- Communication – verbal and written
 - Team Working
 - Planning & organising
 - Management of People
 - Self & pressure management
 - Driven by results and a process of continuous improvement
 - Expertise
 - Possess up-to-date knowledge of developments in the Care and Education sectors
-

5. KNOWLEDGE, SKILLS AND EXPERIENCE

- Understanding of regulatory framework for education and social care
 - In depth knowledge and understanding of the CQC regulatory / fundamental standards
 - In depth knowledge of all David Lewis policies and procedures
 - Level 3 qualification in Health and Social Care or willing to train
 - Two years' experience of working in a similar care environment
 - Working knowledge of Microsoft Office packages (Word, Excel and Outlook)
 - Knowledge of appropriate legislation and regulatory quality assurance measures
 - Knowledge of epilepsy, learning disability and autism
 - Comfortable working with IT systems and the ability to learn new IT packages
 - Demonstrated career development of self
-

Disclosure and Barring Service (DBS) Checks: This post, due to its nature, duties and responsibilities, will be subject to a check by the DBS. The level of check which will apply shall be an "Enhanced" level check. Information about this disclosure can be found at www.gov.uk. To prevent abuse and implement good practice David Lewis ensures that recruitment practices are robust and rigorous and that all staff employed have up to date and acceptable references, a full and complete employment history, an Enhanced DBS check and a check of the DBS barred lists.