

Job Description

Position: Team Leader

Supervising: Care and Support Workers

Responsible to: Senior Management

The ideal candidate will need to have a care background and preferably experience in a team leader position within a busy domiciliary care environment.

Position Summary

This role is field based with some office-based work completing necessary paperwork (care plans/risk assessments etc) as well as participating in the provision of an on-call service outside of normal office hours to ensure consistency of service.

Supervising Staff

- To complete staff 'spot checks' as required
- To arrange supervisions with staff every 6 – 8 weeks or sooner if required. This may be in the office or in the field depending on rota availability
- Record and report any concerns about staff to the registered manager and ensure any compliments are documented and staff informed
- Support team of care and support staff with further training/mentoring in order to carry out their job role

On Call

- Provide care to service users when on call in the event of staff sickness which cannot be covered by other members of staff.
- Support the office with bringing on new packages of care which may include providing cover at short notice as required

Training

- Identify training and development needs for care and support workers through regular supervisions and appraisals and arrange with office as required
- Participate in mandatory training as required
- Support with the development and deliverance of training courses to members of the team as required by the company

Record Keeping

- Ensure accident/incident report forms are completed as necessary and management informed when needed
- Maintain accurate and confidential records in accordance with company policies and procedures and legal requirements. This includes the Data Protection Act 1998 and Equality and Diversity 2010
- Monitor changes in service user's conditions and health needs and update care plans and risk assessments as required. This includes ensuring updates are communicated to the team, updated on company's online directory and copies are kept up to date in office folder and service users folder to ensure consistent service provision

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- To complete reviews with service users in order to review outcomes, quality of care and ongoing needs.

Other Responsibilities

- To attend meetings and supervisions as required
- To wear smart casual dress when in office and uphold company uniform policy when working with service users. This includes having company ID with you at all times and upholding PPE policy.
- Assist the office with accepting, allocating and processing referrals for new care packages
- Assist with the monitoring and evaluation of service provision.
- To support the office as required with any reasonable requests of management

Personal Attributes:

Ideally a Team Leader should possess the following qualities:

- Be computer literate
- Be able to work efficiently in a high paced environment
- Have excellent communication skills
- Be dedicated to delivering a high-quality service on behalf of the company
- Be flexible and reliable
- Possess excellent people management skills
- Self-motivated and well organised
- Ability to use own initiative
- Be an effective team player including respectful to all members of the team
- Preferably have minimum of NVQ 3 or equivalent or be committed to undertake this learning within 6 months

Essential Qualities of a Team Leader:

- Minimum of NVQ level 2 or equivalent in health and social care. NVQ level 3 in health and social care is preferable
- Minimum of 2 years' experience within a health and social care setting
- Car driver preferably with use of a vehicle

Training

A 2-week induction and training course must be under taken at 4uSupport Ltd as well as shadowing with senior management when available. Additional training will be required but will be agreed during induction.

Hours of Work

This position is for an average of 40 hours per week over 5 days (Monday to Sunday) and will cover shift patterns of 6.30 – 3.30pm and 3 - 11pm including working every other weekend.

Pay

The rate of pay is as follows: Monday – Sunday £9.55 per hour. Mileage expenses of 30 pence a mile between visits where applicable.