**JOB DESCRIPTION**

|  |  |
| --- | --- |
| **JOB TITLE:**  | Team Leader  |
| **REPORT TO:**  | Unit Manager |
| ****JOB SUMMARY**** This job description is a statement of the core duties of the Team Leader, but it is not an exhaustive list. Sycamore Care Centre may revise this job description to meet the needs of the business and reserves the right to require you to perform other duties from time to time.The Team Leader will be required to supervise and inspire a team of dedicated Senior/Care Assistants under the direction of the Management team. This is an incredibly important role as you will be required to support the Manager to develop and empower the team and deliver a responsive, evolving and cost-effective service which enables consistently good outcomes for people.****Duties and Responsibilities**** * Providing supervision and support to Senior / Care Assistants to ensure that all Service Users needs are met.
* Leading a small team, taking responsibility for the support, physical and emotional well-being and social needs of our Service Users.
* Treating all Service Users with respect and ensuring their privacy, dignity and right of choice at all times.
* Assessing Service User needs and providing information for the formulation of care plans with a view to promoting individuality and independence.
* Supporting the Care Home manager, Team Leader and Management team in setting the highest professional standards of care in accordance with the current legislation, Care Commission guidelines and the company’s policies and procedures.
* Ensuring that the holistic care needs of Service Users are met in accordance with the care plan, National Care Standards and SSSC Codes of practice.
* Be a passionate, approachable member of the care team, want to help others and make a difference to our Service User’s lives ensuring care is delivered with dignity, respect and fairness.
* Lead and develop a team of care staff with fairness, transparency and an inclusive approach.
* Contribute to team meetings, ensuring good communication and participate in the induction and training of newly appointed Care Assistants, ensuring that Sycamore Care Centre is a friendly and supportive working environment.
* Organise and manage Care Staff on duty during a shift.
* Assist in the formal supervision of other Care Assistants.
* Assist the Manager in the appraisal of other Care Assistants.
* Take on the role of key worker for a group of Service Users.
* Assist a staff Nurse in the administration of medicines where needed.
* Respect the individual rights and choices of Service Users.
* Respond to the differing cultural values and diversity of Service Users.
* Undertake any observations as prescribed in Service Users’ care plans.
* Ensure the highest possible levels of care are maintained by supporting/assisting Service Users, when required, with all aspects of daily living.
* Support training and supervision of junior and new Staff Members in all aspects of their work in the Home, under the supervision of Senior Staff members.
* Assist Service Users in all aspects of their care needs (e.g. physical, emotional and spiritual). Provide supervision and attention when needed, ensuring Service Users retain their comfort and dignity.
* Assist in the promotion of Continence.
* Assist in the delivery of care for Service Users who are dying or who have a progressive illness. Assist with Last Offices.
* Complete, observe and review care planning needs for Service Users every 28 days, and complete written electronic daily records as instructed and in line with the Company’s policies and procedures.
* Ensure all paperwork is completed to a professional high standard at all times.
* Assist in framework of social activities by interacting with Service Users and helping them continue with hobbies and activities in the Home.
* Report on well-being of Service Users and liaise with GPs and Support Managers etc.
* Carry out regular checks on Service Users at intervals.
* Make Visitors feel welcome. Provide refreshments / assistance as and when required.
* Ensure full privacy and dignity is maintained for the dying and the bereaved, in line with the Home’s policies and procedures.
* Assist Service Users who need help during meal times (be aware of swallowing difficulties, dietary requirements etc). Assist with serving of food / drinks as requested / required.
* Escort Service Users travelling to and from the Home e.g. on social outings, hospital visits etc.
* Practice maximum integrity in all dealings with Service Users' affairs, and avoid abuse of the privileged relationship that exists with Service Users.
* Be polite, friendly, warm and supportive of Service Users individual needs to provide accurate personalised care plans.
* Provide the highest level of personal care (supporting with toileting, bathing etc.) relevant to the needs of each individual Service Users care plan. Mentor new staff leading by example
* Enjoy a busy environment – administering medication, serving meals and ensuring the Service Users rooms and the home are kept clean, pleasant and welcoming at all times.
* Ability to communicate with older people and be interested in their needs.
* Ensuring adequate stock levels of medication is available at all times.
* Eager to complete all training relevant to your role to ensure continual professional development.

**Communication*** **Act courteously toward Service Users and their visitors, respecting the dignity and individuality of each Service User and ensure effective communication is maintained.**
* **Participate in staff and Service User meetings as and when required.**
* Communicate effectively with colleagues and managers.

**Training and Development*** Maintain professional knowledge and competence.
* Passion for implementing person centred approaches to support Service Users and in managing the team.
* Attend mandatory training days / courses, on or off site, as and when required.
* Participate in relevant NVQ training to achieve required qualifications.

**Health & Safety** * **Report immediately to the Home Manager, or person in charge, any illness or infectious nature or accident incurred by a Service User, colleague, self or another.**
* **Understand, and ensure the implementation of, Sycamore Care Centre’s Health and Safety policy, and Emergency and Fire procedures.**
* **Report to the Home Manager, or the Maintenance person, any faulty appliances, damaged furniture, equipment or any potential hazard.**
* **Promote safe working practice within Sycamore Care Centre.**
* **Ensure the security of Sycamore Care Centre is maintained at all times.**

**General*** Contributing to the safeguarding of adults by ensuring you are aware of your role in relation to the Home’s Safeguarding Adult’s Policy, taking steps to protect Service Users from any form of abuse or neglect and use the appropriate reporting mechanisms to inform the Home’s Management of any concerns.
* Adhering to all new, and changes in Local and Central Government initiatives as and when they are implemented.
* Promote and ensure the good reputation of the Home.
* Ensure that all information of confidential nature gained in the course of duty is not divulged to third parties.
* Notify the Home Manager, or the Person in Charge, as soon as possible of your inability to report for duty, and also on your return to work from all periods of absence.
* Ensure the security of the Home is maintained at all times.
* Adhere to all Home policies and procedures within the defined timescales.
* Ensure all equipment is clean and well maintained.
* Carry out any other tasks that may be reasonably assigned to you.

****Skills/Qualifications***** Naturally compassionate with a caring disposition
* Effective written and communication skills
* NVQ 3 in Health and Social care
* Safe Handling of Medication
 |

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

Sycamore Care Centre reserves the right to amend this job description from time to time, according to business needs.