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POSITION	TEAM LEADER
RESPONSIBLE TO	REGISTERED MANAGER

This job description is a statement of the core duties of the Team Leader, but it is not an exhaustive list. The Company 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.

SUMMARY OF ROLE

- To lead a team delivering a needs-led service by monitoring and mentoring Area Coordinators, allocating Care Support Workers to service users and adopting a person-centred approach that gives each person the strongest voice with regards to decision making and lifestyle choices.
- To offer support and guidance to Area Coordinators, team members, and service users, both in the working day and as part of "On-call" duties.
- To follow and uphold Serendipity Healthcare Ltd policies and procedures and ensure Care Quality Commission standards are met for Service Users.

PRINCIPLE RESPONSIBILITIES

MANAGE YOUR OWN RESOURCES

- i. Know the requirements of your job role
- ii. Manage your own personal development and take part in any training required to stay current in your role
- iii. Manage your own performance and ensure you meet or exceed set targets.
- iv. To deputise for Area Coordinators as required in their absence
- v. To carry out On Call duties, overnight and at weekends, on a rota basis as determined by the management.
- vi. To answer phone calls from service users, staff and third parties, dealing with each enquiry appropriately and within your scope of responsibility
- vii. To enter all relevant information onto the 'Care Free' system
- viii. Participation in general management and administration of the organisation
- ix. Prepare reports, and monitor statistics as required by the Registered Manager
- x. To support and facilitate the growth of the company in all aspects of the role
- xi. Reply to 'Brokerages' and enquiries for new business
- xii. To work flexibly as required by the needs of the service
- xiii. Monitor staff training and act as necessary to ensure training is up to date and relevant
- xiv. Identify any team member training requirements to ensure that service users are cared for by suitably trained staff

- xv. Liaise with training organisations to organise training, following procedures
- xvi. Monitor staff files through use of central tracking systems to ensure all required documentation and identification is up-to date
- xvii. Liaise with line manager to discuss and recruit new members of staff when required
- xviii. Actively recruit new staff members, dealing with the application process through to interview, correspondence and reference requests
- xix. Ensure all new staff are trained and have all required documentation before working
- xx. Monitor new starters to ensure DBS, references, training and any other required documentation is received before starting work unsupervised.

PROVIDE LEADERSHIP FOR YOUR TEAM

- i. Develop and maintain good communication with the members of your team.
- ii. Monitor, plan and undertake timely supervisions and spot checks of care staff in line with organisational needs and targets, offering constructive feedback and support where required
- iii. Monitor the activities of your team, dealing with any concerns within your scope of competence.
- iv. Report all outstanding concerns or issues to the Registered Manager

ALLOCATE AND CHECK WORK IN YOUR TEAM

- i. Supervision of Co-ordinators and overall responsibility for allocation of work to team members on a fair basis taking account of their skills, knowledge and understanding, experience and workloads, and the opportunity for development
- ii. Negotiate with Co-ordinators regarding availability for work
- iii. Ensure all service user visits are completed as planned
- iv. Ensure the standard / or level expected is met
- v. Allocate work to Area Coordinators, taking into account priorities, individual capabilities, experience and knowledge.
- vi. Identify and report unacceptable / poor performance to the Registered Manager
- vii. Ensure that all rotas for your nominated area are allocated
- viii. Ensure supervisions and appraisals are planned in line with company policy and with the agreement of the carer
- ix. Provide information to the Registered Manager to enable effective appraisals to be conducted
- x. Ensure staff with contracted hours are allocated work up to and beyond their contracted allowance
- xi. Amend staff rotas and reissue as demanded by changes to service delivery requirements
- xii. Monitor, support and give guidance to Area Coordinators with all aspects of their job role.

LEAD AND PARTICIPATE IN MEETINGS

- i. Plan, record and lead team meetings in line with organisational policy
- ii. Feedback information, suggestions and issues from the team to Registered Manager and team members following organisational procedures

ENSURE HEALTH & SAFETY REQUIREMENTS ARE ADHERED TO AT ALL TIMES.

- i. Have a strong understanding of and follow policies and procedures at all times
- ii. Identify and report all aspects of the workplace which could harm yourself or other people

SUPPORT CUSTOMER SERVICE AND RESOLVE SERVICE PROBLEMS.

- i. Ensure all service user care plans, assessments and updates are completed in line with organisational policy
- ii. Plan and complete reviews with service users, representatives of Social Services and other third parties in line with organisational policy, needs and targets
- iii. Gather information through service user reviews and deal with any customer service issues within your scope of competence
- iv. Ensure Coordinators complete all set assessments and reviews, monitoring the standard of documentation
- v. Liaise with service users and third parties (Social Workers, Occupational Therapists etc.) to ensure that service user needs are met and issues resolved
- vi. Ensure all complaints and concerns are documented and reported to the Registered Manager

COMPANY REQUIREMENTS

- i. Treat all staff and service users equitably and respectfully in all aspects of the role
- ii. Carry out any other reasonable duties as dictated by the needs of the Service or as identified by the Registered Manager/Directors

Signature: (Team Leader)	
Date:	
Signature: (Registered Manager)	
Date:	

PERSON SPECIFICATION – TEAM LEADER

Qualifications	
Level 3 NVQ/QCF in Health and Social Care (or equivalent)	Essential
Level 3 NVQ/QCF Management (or equivalent)	Desirable
Level 5 NVQ/QCF Management (or equivalent) (or working towards)	Essential
GCSE A-C (or equivalent) in maths and English	Desirable
Experience	
Experience of supervisory management in the care provision sector	Essential
Experience of customer care / handling complaints /problem solving	Essential
Skills	
Able to work as part of a team	Essential
Excellent written and verbal communication skills	Essential
Good organisational and planning skills	Essential
Able to work independently and use own initiative	Essential
Able to multi-task and manage difficult situations calmly and effectively	Essential
Able to motivate, lead and inspire team members	Essential
Knowledge	
Knowledge of CQC fundamental standards	Essential
Knowledge of general IT systems – Microsoft Office etc.	Essential
Knowledge of relevant legislation e.g. Mental Capacity Act 2005	Essential
Knowledge of 'CareFree' management system	Desirable
Knowledge of 'PASS' Care Planning System	Desirable
Personal Characteristics	
Professional approach to work	Essential
Tactful and diplomatic approach when dealing with staff and service users	Essential
Positive and enthusiastic about the care sector and the business	Essential
Committed to continuous improvement of the service, systems and personal development.	Essential
Others requirements	
Able to work flexibly, including bank holidays, evenings and weekends	Desirable
Full driving license and access to a vehicle	Desirable