INSPIRATION
LIFESTYLE SERVICES

SENIOR TEAM LEADER
JOB DESCRIPTION

Summary of Role

Working as leader of a team, you will be working with people between the ages of 18 and 64 years of age who have learning disabilities, may be on the autistic spectrum and who may have co-existing mental health problem and/or behaviours which may be perceived as challenging.

Your role will be to offer these individuals support in day to day activities to achieve their maximum potential and to live as independently as possible. To provide the highest quality of care and support to all service users ensuring that they are supported in achieving their aims, goals and ambitions.

Main Duties and Responsibilities

Leadership

Take responsibility for overseeing the daily operations within the home in the absence of the manager.

Ensure that the manager is kept fully informed of day to day developments within the service.

Develop and maintain professional, open and honest working relationships with the responsible individual and company directors.

Provide leadership to the team acting as a positive role model at all times.

Produce service user reports in line with agreed timescales for the care teams, families, commissioners, responsible individual and managing director.

Review and amend rotas to ensure appropriate staffing levels.

Oversee shifts, ensuring all members of staff provide support in line with individuals' care plans and daily support plans.

Motivate, support and mentor the staff when required and ensure good team working.

Observe staff to ensure their performance is of a high standard.

Oversee the allocation of the full range of duties for each of the shifts worked, and that all necessary paperwork is completed.

Oversee the recording of all service user activities and appointments on the board and the allocation of these activities in line with their support plans.

Take responsibility for ensuring that the handover sheet is completed and kept up to date and that a comprehensive handover is carried out at the changeover of each shift.

Oversee the sharing of any communications / messages received into the office in the appropriate manner.

Oversee staff so that any tasks to be carried out in the house for the day are written on the board, staffed and recorded as complete, for example, cleaning tasks, vehicle checks, cooking, shopping etc.

Support

Work with the management team, service users, families and other professionals, to prepare and implement individual personal care plans (and relevant group training programmes) to ensure that service users are supported in developing their own skills to their full potential.

Be responsible for ensuring that the care and support services are provided to the highest standards in line with contracts, person centred plans, best practice and having regard to legislation and regulation.

Be familiar with Regulation 38 of the Care Homes (Wales) Regulations 2002 and ensure all relevant reportable incidents are passed on to the registered manager (or passed to the Director of Service or Managing Director in the absence of the registered manager).

Provide continuity and constant support including practical, active, and emotional support to the service users which reflect individual changing needs.

Recognise and deal with adult protection issues and the duty of care, and to comply with Policies and Procedures for the Safeguarding of Vulnerable Adults.

Effectively communicate with the service users in a means by which the individual, can understand the information being conveyed and maintain accurate and factual records at all times.

Read, understand and work in line with care plans.

Report any areas of risk to the Manager.

Observe and report mental, emotional and physical well-being at all times.

Assist, support and encourage service users to become integrated members of their local community, promoting and supporting social and physical presence in community based facilities e.g. educational, occupational, social and leisure.

General house-keeping e.g. cooking, shopping, domestic duties and helping service users to maintain all aspects of their domestic lives.

Working alongside the service users to ensure a healthy diet is maintained.

Providing support with all aspects of personal care as required.

Supervising and monitoring service users in self-administration of prescribed medication.

Administering medications from a monitored dosage system if a service user is not able to manage safe self-administration.

Follow company policy and procedure in the safe storage, recording and disposals of medications.

Values and Attitudes

Support individuals in a non-judgemental way based on the principles of anti-discriminatory practice.

Ensure that service users are encouraged and empowered to express their opinions and views in all areas of decision making, both at individual and service provision level, supporting and promoting access to independent advocates when required.

Act as a role model of good practice to all support workers.

Positively and professionally represent and promote the Company and the service provided at all times. To work at all times in a positive and co-operative manner.

Work in line with Company Aims and Values.

Performance and Development

Comply with Company policies and procedures at all times.

Attend training on a regular basis to ensure that all mandatory, statutory and developmental training and development needs are met in line with company requirements.

Comply with all regulatory requirements of the Care Standards Act 2000.

Participate and contribute to supervision and appraisal sessions as agreed with the line manager.

Conduct supervision and appraisal sessions with allocated members of staff.

Be prepared to accept other duties and responsibilities in light of changing circumstances and changing individual, operational and service needs.

Have an understanding and comply with the Care Council for Wales Code of Conduct, and to be familiar with and implement any individualised policies and procedures which may affect specific service users.

Maintain confidentiality at all times and comply at all times with the Data Protection Act 1998.

Be familiar and comply with all relevant health and safety legislation.

Assist and liaise with team members in maintaining acceptable standards for the maintenance and security of the service.

Administration and Finances

Ensure that accurate records are maintained with attention to detail i.e. service user personal records, daily diaries, communication books, diaries, food and petty cash expenditure.

React to changes to care promptly and update files as required.

Understand all of the financial and administration systems in operation at the service to ensure accurate records are maintained.

Utilise office time allocated to complete office and administrative tasks as tasked by the manager.

Ensure that all receipts, change and any accompanying paperwork is received before the end of shift.

Ensure petty cash and people's monies are checked, balanced and recorded at the end of the shift.

Ensure that all service user documentation is allocated and completed at the end of each shift.

This job description is subject to any reasonable adjustment in accordance with the changing and developing needs of the service.