

## Job Description

<b>POST TITLE:</b>	Team Leader
<b>DIRECTORATE:</b>	Children, Adults and Community Health
<b>SERVICE:</b>	Housing with Care
<b>GRADE:</b>	Scale 6
<b>LOCATION:</b>	Within the London Borough of Hackney
<b>RESPONSIBLE TO:</b>	Scheme Manager
<b>RESPONSIBLE FOR:</b>	10 – 15 Care Workers

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### **PURPOSE OF THE JOB:**

To provide day to day organisational input, within the framework of supervision by the Scheme Manager, to a team of Care Workers providing services based within the Borough. Ensuring that services provided are acceptable to service users, meet quality standards, meet legislative requirements and achieve best professional practice.

The post holder will engage with the service users, families/friends and professionals respecting the service users' dignity, privacy and right to choice.

### **KEY ACCOUNTABILITIES:**

- To be accountable to the Scheme Manager for achieving agreed service outcomes and best professional practice.
- To provide operational direction and day-to-day management support to Care Workers for service users who are older people, those with dementia, those with physical disabilities and people with learning disabilities
- To ensure all team members are clear about their roles and responsibilities and are enabled and empowered to fulfil them

- To support the Scheme Manager in ensuring that Care Quality Commission standards are met.
- To ensure that concerns are raised in line with the Council's Safeguarding policy for anyone who has needs for care and support and who is experiencing, or at risk of, abuse or neglect and as a result of their care needs is unable to protect themselves.
- Provide guidance to Care Workers and set standards of practice
- To performance manage Care Workers in a manner consistent with the objectives of the Council's policies by ensuring regular supervisions; training; development; and appraisals and to monitor the quality and effectiveness of these.
- To undertake sickness management with staff as appropriate to the level of the role
- To support the Scheme Manager on the allocation of care hours to achieve a quality service within available resources including advising on, and creating and managing, staff rotas ensuring cover for annual leave and absence.
- To carry out and document within the services individual care planning format, full risk assessments for service users, participating in their implementation.
- To ensure that people's specific needs related to their ethnicity, religion, race, culture, sex, sexual orientation, disability, age and gender identification are addressed through the personalised care and support planning process and that positive anti-discriminatory practice is achieved.
- To induct Care Workers, including agency staff, into the service.
- To participate in ensuring that all statutory and professional requirements are met including Health and Safety and Environmental Health legislation.
- To ensure that effective relationships are established and maintained with other professionals and stakeholders including families, social work teams, general practitioners and other health professionals.
- Make decisions affecting the day to day management of the service, including work with other partner agencies and contractors/suppliers
- To respond to emergencies by taking decisions that maintain the safety of service users and staff and the continuity of service, including appointment of short term emergency cover by agency workers.

- To participate in staff meetings, contributing ideas and sharing responsibilities, for example note taking and chairing meetings etc. To attend meetings on behalf of the Team, as appropriate, ensuring that the service is represented in a positive light.
- To undertake administration as directed, to maintain all required records using the Council's electronic Information technology.
- Communicating in writing or verbally with a range of partners including other colleagues, families, partner agencies and suppliers to ensure the smooth day to day operation of the service.
- Provide first point of contact and initial response to complaints. Record and manage informal complaints and escalate where necessary. Ensure that complaints are investigated with the Council's relevant framework on managing complaints.
- To support service users with financial administration and to dispense, and account for, monies being held.
- Where necessary to undertake tasks of the Care Worker role including key working and supporting service users with personal care.
- To ensure consistent standards of confidentiality of information are upheld under the GDPR
- To keep up to date with legislation and professional practice issues and to use this knowledge to contribute to policy and practice development and guidelines.
- To undertake training as identified to carry out the duties of the post.
- To work shifts across the 7-day rota and undertake a range of duties that are within the scope of the post and competencies of the post-holder.

*It is expected that the post-holder will work flexibly and undertake a range of duties that are within the scope of the post and competence of the post-holder. This list of accountabilities is neither exclusive nor exhaustive.*

***NB: All employees are expected to adhere to the Council's Diversity & Equality and Health and Safety Policies.***

## Person Description

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### SKILLS AND ABILITIES:

- Well-developed written, oral and numeric skills.
- Ability to converse at ease with service users and members of the public and provide advice in accurate spoken English
- Able to build and maintain positive and respectful relationships with people who use services, keeping up to date with users' concerns and issues.
- Able to build and maintain positive and respectful relationships with staff, carers, managerial colleagues and representatives of other provider organisations.
- Able to provide leadership and direction so that anti-discriminatory practice is achieved and the service promotes equal opportunities for service users and staff, modelling good practice to others.
- A personal and professional demeanour which invites confidence from staff, colleagues, professional and external agencies when representing the service.
- Ability to be self-organising and self-directing on a day to day basis within the framework of supervision by the Scheme Manager.
- Ability to organise a team on a day to day basis within a dispersed environment.

- Able to develop the staff team with common shared goals that reflect contemporary models of good practice.
- Ability to identify and advise on training and development needs of staff.
- Ability to participate in the development of meaningful individual care plans for service users and to carry out full risk assessments.
- Ability to undertake personal care tasks in a way that is responsive to users' needs, to a high standard, maintaining dignity and respect
- Able to analyse, define and prioritise work to be done and manage the completion of the work within set time-scales and to agreed standards of quality.
- Able to supervise and manage staff in ways which develop their competence, motivation, confidence and career prospects.
- Able to identify when there is a need for advice and/or support from managers and positively seeks that support.
- Able to be involved in investigating complaints and allegations
- Able to identify potential opportunities for service development and take appropriate action to maximise them.
- Able to chair meetings and successfully involve representatives from service users, carers and staff groups.
- Ability to demonstrate a commitment to the Council's core values of public service, quality, equality and empowerment.
- Able to demonstrate a track record of applying strong analytical skills and lateral thinking to develop creative and innovative service solutions.
- Able to use a variety of IT software and programmes to efficiently produce reports and data.
- Able to reflect on and critically evaluate own performance, learning from experience and amending practice as a result.

## **KNOWLEDGE AND EXPERIENCE:**

- Experience of taking the lead and making decisions in the absence of managers
- Experience of organizing work and giving directions or supervision to other staff/agency workers/volunteers
- Experience of creating and managing rotas
- Experience of providing practice guidance and support on care provision
- Knowledge and understanding of Care Quality Commission (CQC) regulations and experience of working within a CQC regulated service.
- Knowledge and understanding of the Care Act 2014 and health and Safety legislation, particularly Moving and Handling and Preparation of Food regulations.
- Knowledge of the Safeguarding policy and the actions needed to protect all service users from harm
- Knowledge of how to plan and deliver services for individuals in a person centred way
- Knowledge of the Safeguarding policy and the actions needed to protect all service users from harm
- In-depth knowledge of individual care planning systems, including assessment of personal care and support needs, developing outcome focussed plans and risk assessment procedures.
- Experience of contributing to care plans and risk assessments
- Knowledge and understanding of the needs of vulnerable people, including those with mental health needs and learning and physical disabilities and older people, and of ways in which these can be met that are culturally appropriate and empowering.
- Experience of substantial direct work within care service provisions with adults with complex needs including older people, people with dementia, people with physical disabilities and/or people with learning disabilities
- Experience of using IT systems database, word processing, email and spreadsheet applications and producing data for work purposes

- Experience of working with people from different racial and cultural backgrounds and a track record of providing services in a manner that promotes equality of opportunity
- Experience of producing work within defined timeframes
- Experience of conducting relationships with a wide variety of professionals, colleagues and external agencies.

**QUALIFICATIONS:**

- Minimum of NVQ3 or equivalent in Social Care

**CIRCUMSTANCES:**

- A current Enhanced Disclosure and Barring Service check
- Able and willing to work flexibly within the 7-day rota