

Job Description – Team Leader

Job Title: Team Leader

Reports To: Registered Manager and/or Owner

Tasks

- Assist the Manager/Deputy Manager in organising and managing the Home and its service efficiently.
- Assist with the management of the staff resources in accordance with the Company's Personnel and Health and Safety Policies.
- Undertake delegated responsibilities as directed for monitoring the quality of services delivered by staff within and from Casa Mia.
- In the absence of Manager/Deputy Manager, takes responsibility for the correct issuing of medication and recording of same and deals with emergencies as appropriate.

Care Provision

- Ensure the personal care needs of client's are met, both by delegation of tasks and by directly undertaking as appropriate.
- Enable individuals to realise as fully as possible their potential in terms of their physical, social, emotional, intellectual, and spiritual well-being. Help residents to participate in the life of the community to the maximum of their ability ensuring appropriate levels of support are available.
- Contributes to the assessment of need for individual residents in conjunction with the residents, other carers, professionals, and volunteers.
- Participates in care planning, goal setting and reviews.
- Ensure that resident's dignity and self-respect are not undermined and in promoting their rights to independence, choices, and privacy.
- Undertakes and supervises the care of ill and dying residents with accompanying regard for the emotional and psychological needs of other residents, relatives, and staff.
- Make arrangement', as directed by the Manager/Deputy Manager for the reception of all residents and relatives.

Services Delivery

- Responsible for the safety and security of the clients and staff at all times. Carries out procedures for the evacuation of the building, summoning appropriate personnel to deal with emergency situations and rectify faults as necessary. Ensure the manager is kept informed in emergency situations.
- Ensure that the provision of food, monies and other goods and services are supplied to the residents within the standard and guidelines set out by Casa Mia. Advises the Manager/Deputy Manager of any services anomalies or deficiencies and of any complaints from residents.
- Advises the Manager/Deputy Manager of any additional services that may be needed for the residents and makes arrangements as delegated, for these to be provided.
- Carries out Casa Mia's policy in relation to the safe handling of medicines.

- Ensures that a homely, clean, attractive environment is maintained by constant appraisal and identification of shortcomings or potential for improvement. Ensures a safe environment is maintained for residents, staff, and visitors.
- Prepares reports as required by the manager/deputy manager and assists with the maintenance of records of residents admitted and discharged on a permanent or temporary basis.
- When responsible for the home acts as the Company's representative, demonstrating high professional and personal standards in liaising with visitors, members of the community and other professionals.
- Promotes the involvement and participation of relatives, members of the community and individual volunteers in the day-to-day activities of the home. Provides a channel of communication for residents and relatives, giving advice as to how complaints and dissatisfactions can be investigated.
- Always maintains residents' dignity and confidentiality.

Staff Management

- Assists the Manager/Deputy Manager with the training of new staff.
- Leads and co-ordinates the staff group in response to the needs of residents who live in the home and those who come for day care or short stays.
- Supervises all aspects of the work undertaken by the staff on duty and provides feedback to appropriate colleagues and the Manager.
- Ensure that agreed channels are used for staff expressing dissatisfaction or disagreement.
- Participates in and contributes to all staff training programmes as required by the Manager.
- Ensures all staff work in accordance with the company's personnel and health and safety policies.
- The post holder will participate in personal supervision with the Manager/Deputy Manager to support and develop good practice, review performances, and identify personal training needs.

Equality and Diversity

- To promote and always act in accordance with the company's equality and diversity policy.

The Manager may require other duties to be undertaken, as part of the services provided for the home.

Essential Criteria	Job Title: Support Worker
Education and Training	<ul style="list-style-type: none"> • Level 3 NVQ in 'Management and Care' or equivalent essential.
Experience	<ul style="list-style-type: none"> • Experience in a senior role in a care setting within the past three years. • Experience of liaising with Health and Social Care Professionals. • Experience in the management and motivation of staff.
Knowledge/Technical Skills	<ul style="list-style-type: none"> • Organisational skills – planning, managing and monitoring own and others workload. • Time management skills – responding to and prioritising a range of competing demands. • Working knowledge of legislation relevant to the delivery of care home services including Care Home Regulations and National Minimum Standards. • Basic computer skills desirable
Personal Skills	<ul style="list-style-type: none"> • Empathy with residents, and commitments to implementing high quality standards. • Thorough knowledge of good care practises. • Excellent communication and negotiation skills. • Patience, understanding and ability to be flexible. • Ability to cope effectively and remain calm in stressful situations. • Must be able to support the home in delivering person centred care.

Employee signature: _____

Date: _____

Manager signature: _____

Date: _____