Kirklees Council

JOB DESCRIPTION

DIRECTORATE : **ADULTS & HEALTH**

SERVICE AREA : **ADULT SOCIAL CARE OPERATION**

SECTION : **CARE CLOSER TO HOME**
RESIDENTIAL AND DAY OPPORTUNITIES

JOB TITLE : **TEAM LEADER**

GRADE : **6**

ABOUT THE JOB

Adult Social Care Operation is part of the Adults & Health Directorate and works with adults who are vulnerable. You will work in Community and Residential Options supporting the management of a residential establishment for older people.

Older people's residential services have been subject to a thorough modernisation review which has led to four new state of the art 40 bedded homes being developed. Castle Grange in Huddersfield and Claremont House in Heckmondwike provide specialist dementia care with Moorlands Grange in Huddersfield and Ings Grove House in Mirfield providing intermediate care in partnership with the Health Service. In addition to intermediate care services these establishments provide respite care and long term care. All services are registered with the Care Quality Commission.

It is expected that all services will become centres of excellence for the authority and your contribution to this is essential.

You will be part of a large team consisting of a Residential Manager, Deputy Managers, an Administrator and other Team Leaders, Support Workers, Domestic Assistants, a Handyperson and catering staff. You will also be part of a larger multi disciplinary team working in partnership with health and the independent sector.

You will have a role in establishing and maintaining relationships with service users, relatives and other professionals. The primary focus of your role is to ensure the provision of quality care to service users which exceed Care Quality Commission expectations and standards. This will, of course, include direct care provision and you will also support the Support Workers and housekeeping staff in providing high quality care, checking on service users regularly as well as preparing light snacks for service users. Your role here is to act as a role model whilst providing support and direction where necessary to make sure duties are carried out effectively, efficiently and in line with service objectives, policies, procedures and standards.

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It is also important that you identify and make other team members aware of either verbally or in writing, information about service users which may have an impact on their care, thereby ensuring that care provided most appropriately meets their needs. This information may require incorporating into the care plans. Part of your role also includes supporting Support Workers to produce high quality care plans.

Another aspect of your role is the accurate preparation and administration of medication. It is vitally important that you follow policies and procedures related to this. Other policies and procedures you need to be aware of and adhere to include health and safety and manual handling.

At times you will be the senior member of staff on duty, (between 7.00 – 8.00 and 20.00 – 21.45 on weekdays and at weekends from 7.15 – 8.00 and 16.00 – 22.00), so it will be necessary that you provide support to staff and instruct/direct when necessary to ensure that the establishment continues to run smoothly and efficiently. This will include some work allocation. As a positive role model, you will be open to change and show a willingness to get involved by presenting a self-assured image in a variety of situations, through this you will demonstrate your commitment to service priorities. Should you encounter practices or behaviour which does not meet service standards you are expected to challenge this and make the relevant Manager or Co-ordinator aware of the actions taken.

You will ensure effective handovers take place from night staff and day staff. Within this process you may need to deal with issues that arise or pass on information to the Deputy Manager on shift. On a day to day basis this will include checking the diary and daily task lists and allocating duties accordingly as well as ensuring that tasks are completed. Communication is therefore a vital component of your role. Ensuring that reports you write are accurate and contain relevant information is a fundamental part of your role. Your daily duties will also include liaising with District Nurses, GP's and other professionals who may be visiting the establishment or contacting them by telephone.

As a Team Leader you will assist in training/development programmes under the direction of the Residential Manager/Deputy Manager e.g. by demonstrating and observing practice. You will be expected to continue your own personal development which will include attendance at training courses.

You will also ensure high standards of hygiene and cleanliness are maintained throughout the establishment.

You will be working with service users who may have restricted mobility and/or challenging behaviour. These service users may require support/lifting for personal care tasks e.g. getting out of bed, dressing, toileting and bathing.

You will be expected to carry out your duties in line with the Council's policies, procedures and relevant legislation. You will be made aware of these in your appointment letter, statement of particulars, induction, ongoing performance management and development and through Council communications.

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As part of your wider duties and responsibilities you are required to promote and actively support the Councils responsibilities towards safeguarding. Safeguarding is about keeping people safe and protecting them from harm, neglect, abuse and injury. It is about creating safe places, being vigilant and doing something about any concerns you might have. Safeguarding relates to everyone who may be vulnerable, not just the very old and the very young. Please click here to read our safeguarding policy. Alternatively go to: https://jobs.kirklees.gov.uk/GenText.aspx?page=page1

KEY RESULT AREAS/OUTCOMES

- Service user's needs are met by residential services which exceed essential set standards.
- Effective working relationships are developed and maintained with other professionals and partner agencies.
- Care packages are developed and implemented to meet the individual needs of service users.
- Information is communicated effectively through handovers.
- Staff receive appropriate instructions to ensure the smooth operation of each shift.

RESPONSIBLE TO: **DEPUTY MANAGER**

RESPONSIBLE FOR: **WORK ALLOCATION OF THE TEAM**

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PERSON CHECKLIST

JOB DESCRIPTION

The right behaviours and attitudes are as important to us as the skills you bring to the job. We expect all our employees to demonstrate the following behaviours:

- Positive
- Honesty
- Respectful
- Flexible
- Communicative
- Supportive

We also expect you to promote and role model the Council's Expectations of a New Council employee within the organisation.`

This role is at level 1. To find out more about Council Behaviours please click here

and click on the tab "Working for Kirklees".

These behaviours will be tested through the selection process.

For Recruitment Purposes: In order to be considered for this role you will need to demonstrate the following skills, abilities and experience on your application form:

▪ Experience of working in a relevant care setting.
▪ Awareness of current care practices and standards.
▪ NVQ Level 2 in Care.
▪ Commitment to delivery of quality care provision.
▪ Ability to challenge practice that does not meet requirements/standards.
▪ Ability to demonstrate literacy skills to write reports and maintain service user records.
▪ Ability to work flexibly; working shifts including evenings, weekends and public holidays.
▪ Willingness to undertake an enhanced Disclosure and Barring Service check. **Please note that a conviction may not exclude candidates from appointment but will be considered as part of the recruitment process.**
▪ You will be working with service users who may have restricted mobility and/or challenging behaviour. Following an offer of appointment you will be required to undertake a standard medical screening and any other medical screening as determined by the Occupational Health Unit appropriate to occupational risk.

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Graded	date
Prepared By/Amended By	MM/EC
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