

JOB DESCRIPTION

Post title	Team Leader (Days)
Division / Section	Social Care Performance
Department	Health and Social Care
Responsible To	Depute Manager (Care Homes for Older People)

PURPOSE OF JOB

- To be responsible for the day to day supervision and delivery of a high quality care service focussed on individual service user outcomes and in line with National Care Standards and the Policies and Procedures of the City of Edinburgh Council.

MAJOR TASKS

- To ensure that care is delivered on a day to day basis in line with service users personal plan. (35%)
- To supervise the practice standards of care staff (35%)
- To take limited delegated authority for the management of some aspects of the home in the absence of the Manager / Depute (30%)

CARE DELIVERY

- To promote a home culture and ethos in which the needs of service users are paramount and which provides them with security, safety and care.
- To ensure that each service user has a Personal Plan appropriate to their individual needs, and is kept up to date.
- To identify and respond to service users with dementia and other mental health problems, long term conditions and end of life care needs where a flexible response is required to meet changing complex needs
- To work with service users with very complex and challenging needs providing named worker responsibilities for specific complex cases.

- Support the Social Care Workers and Social Care Assistants to provide a flexible, sensitive and integrated service in response to assessed need in conjunction with Community Medical Staff and other related professionals.
- To support care staff to encourage and enable service users to participate in socially valued activities within the community and the care home by setting up group and individual social programmes whilst monitoring and supporting care staff and volunteers within this area
- To support the care staff to maintain the best possible levels of professional practice within the operation of the home and its services in accordance with approved departmental standards
- To ensure that the Personal Plans for service users follow the principles of good professional practice are monitored, reviewed and implemented in a manner that promotes multi-disciplinary practice
- To assist in the provision of direct complex personal care when required in accordance with the service user's individual personal plan and to support other care staff in their role
- Be responsible for ensuring all tasks related to admission, discharge and review are carried in line with procedures
- To chair service user Care Plan Reviews
- To ensure that service user's receive individual support and guidance according to their needs and wishes through an effective named worker system
- To advise support, advocate on behalf of service users as requested
- To ensure that prescribed medication is administered by trained member of staff and that all medications are administered, recorded, stored and audited in accordance with Departmental guidelines
- To work collaboratively with other team members to ensure the safety of all service user's and staff in the home in accordance with Departmental Policies and Health and Safety requirements
- To identify and report to the Depute or Manager areas of unmet need within service user's personal plan
- Work in collaboration with NHS and other relevant staff to promote a multi-disciplinary approach to practice
- To have an oversight of the nutritional screening programme to ensure that service users weight are measured as per their personal plan and that their BMI is collated and monitored as per their personal plan
- To liaise with the Departmental Catering and Dietetics Manager about service user's dietary needs
- Be responsible for service user Risk Assessments and recording

- To promote good communication and a co-operative approach between staff and service users, their relatives or representatives
- To work effectively as a team member communicating with the local community, other agencies and sections within the Department of Health and Social Care to promote/achieve positive outcomes for service user's
- With other Team Leaders be responsible for setting up, facilitating and maintaining forums for service user consultation and participation in the running of the home
- To ensure that the service users and their relatives/carers/representatives are helped to understand their rights and responsibilities under the Department's Complaints Procedure and that a positive response is made to the complaints of clients in accordance with Departmental policy and guidance
- To contribute to the development of the care home service
- To adhere to policies, procedures and guidelines in relation to Adult Support and Protection
- To be responsible for and ensure that care practice is non-discriminatory and the service user's personal beliefs and preferences are appropriately acknowledged
- To be responsible for ensuring the practice of care workers falls within all National and local Guidelines and SSSC codes of practice with regard to safe care e.g. Restraint policy, Administration of Medication etc.
- To take a lead with the care home for specified aspects of practice e.g. Dementia Care, Manual Handling, and Infection Control.

SUPERVISION OF PRACTICE

- To offer supervision of practice in line with Department procedures
- To offer individual support and guidance to Social Care Workers and Social Care Assistants to assist and promote good care practice by being a role model of good practice
- To report any areas of concern about an individuals practice competency to the Depute/Manager
- To report any training needs to the Depute/Manager
- To report any conduct issues to the Depute/Manager
- To assist the Depute to deliver PRD to individual care staff.
- To collaborate with Depute/Manager to set individual and team objectives
- To adhere to the full range of Health and Safety and other Policies and Procedures designed to keep staff and service users safe
- To promote the S.S.S.C. Codes of Conduct on a day to day basis

- Record supervision sessions as required
- Contribute to the SVQ Assessment process for individual staff by providing evidence of competency and skills development opportunities to staff

DELEGATED DUTIES

- In the absence of the Depute and Manager take responsibility for some aspects of the management of the home for periods of time each week.
- Tasks will include:
 - Responding to emergency and Adult Support and Protection situations
 - Ordering of agency staff
 - Prioritising work of care staff across the home
 - Responding to Health Personnel
 - Be responsible for facilitating service user access to funds
 - Reporting issues of concern to ESWS/Senior Manager
 - Risk Assessment of service users and staff
 - Health and Safety issues
 - Responding to queries from relatives and members of the public and other organisations
 - Recording on SWIFT
 - Use of Oracle

SUPERVISION AND MANAGEMENT OF PEOPLE

- Postholder will be responsible for the day to day practice supervision of all care staff on shift by providing guidance and direction. Formal management i.e. absence management etc will be carried out by the Depute.
- Postholder will provide formal 1:1 supervision for 6-8 care workers. Responsibility for PRD will be shared with the Depute.
- The postholder will be expected to offer support and guidance to agency workers, volunteers, students including apprentices

CREATIVITY AND INNOVATION

- The postholder will be expected to be creative within the agreed framework of policy and procedures for care homes
- Working with procedures the postholder is expected to deal with unexpected or complex service user situations and may be required to interpret procedures and adapt them to the situation e.g. care for people with communication or behavioural challenges.
- Postholder expected to use available resources innovatively to promote the independence and empower service users

- Postholder will have a level of skill and expertise which they will be expected to use to diagnose service user problems and determine solutions
- Postholder will be expected to work collaboratively with service users/relatives/carers/staff and a range of others involved in the care of service users to find ways to continuously improve and develop the practice and standards of care offered by the care home

CONTACTS

- Regular daily contact with service users, relatives and carers, social work practitioners, health care practitioners (Hospital and Community) for the purpose of assessing needs, supporting vulnerable service users (and their relatives) developing an outcomes focus personal plan
- Postholders are expected to build positive working relationships with medical staff to share and seek information vital to the care of vulnerable people
- Postholders are also expected to have positive relationship and regular contact with managers and care staff to motivate and develop skills and practice
- Other less regular contacts include; Care Inspectorate officers, lawyers, advocates, senior managers. Departmental staff and staff from other Departments, Fire Service and Police Officers.

SUPERVISION RECEIVED

- Directly supervised by the Depute Manager
- Accountable to the Care Home Manager

DECISIONS (Discretion)

- In most circumstances the postholder will be expected to make decisions within agreed guidelines and authority level
- Postholder will be expected to make decisions about service users care needs. Contacts with family and partner agencies, Health and Safety at work, reporting of concerns
- Postholder will be expected to make decision on staffing issues in the absence of the Depute/ Manager e.g. cover for absence conduct, staff deployment.
- Work may be prioritised within established alternatives without reference to a senior manager e.g. changing supervision time, reviews.
- Postholder will be expected to decide how to respond to unexpected and emergency situations within an agreed framework/parameters e.g. Adult Support and Protection situations, Health and Safety.
- When postholder has delegated authority for the care home (30% of time) there will be a greater degree of autonomy to make decisions without reference to a manager

e.g. committing budget to order agency staff in the event of a staffing shortfall.
Deciding if standards have not been met.

DECISIONS (Consequences)

- Decisions made will directly impact on the health, safety and well being of service users and staff
- Decisions made will impact on the quality of the service to meet quality standards, evidence performance across a range of measures.
- Decision taken may affect individuals quality of life, Human and Legal rights.
- Decisions which relate to offering advice to others within the service may have significant consequence for the whole service.
- Decisions relating to action pertaining to Health and Safety of other may compromise their Health and Safety.

RESOURCES

- There are no budgetary responsibilities attached to this post

ENVIRONMENT - WORK DEMANDS

- The Team Leader will work a flexible daytime rota pattern to meet the needs of service users; respond flexibly to shift cover changes as appropriate to meet the exigencies of the service
- May be required occasionally to work in another location to meet the demands of the care home service
- Work with service users who display a range of difficult and challenging behaviours
- Adaptability to change
- A calm approach with the ability to respond to unplanned situations in a responsive and flexible way
- Work under pressure to assist the delivery of planned care and to respond to unforeseen circumstances
- Will be required to meet deadlines e.g. Review Reports, information about complaint situations.
- Postholder will be required to take limited delegated duties in the absence of the Depute/ Managers which may compete with the demands of core aspects of the post.

ENVIRONMENT - PHYSICAL

- Use stairs daily
- Standing for long periods
- Kneeling and bending frequently

- Pushing service users in wheel chairs both in the building and outside
- Manoeuvring service users with assistance or equipment on a daily basis
- Moving and handling of service users, including the use of equipment

ENVIRONMENT - WORKING CONDITIONS

- To work with agency staff as part of the team supporting and directing them
- Exposure to body fluids on a daily basis
- Exposure to verbal and physical aggression
- Able to work under pressure
- Exposure to heat
- Moving and handling of service users in confined spaces
- Potential risk of exposure to infection

KNOWLEDGE AND SKILLS

I. Qualification required - HNC/SVQIII in Care + P.D.A. 15 credits

II. Knowledge and skills

- The Regulatory Framework and National Care Standards
- The ageing process and working with older people
- Dementia care and managing behaviour that challenges others.
- Knowledge of Council and Department Policies and Procedures
- Knowledge of local strategies for Older People Care Home Services
- Anti-discriminatory practice knowledge of relevant legislation e.g. Adult with Incapacity (Scotland) Act 2000.
- Assessment skills
- Delivery of personal care
- Written, verbal and interpersonal skills
- Team building skills
- Ability to prioritise and take decisions about personal time management
- Dealing with challenging and conflict situations
- Problem solving and decision making skills
- Communication with people with communication difficulties
- Post holder will be required to undertake training and development in line with registration and CPD requirements.
- Ability to supervise
- Ability to develop others' practice

EXPERIENCE

- A minimum of 2 years as a Practitioner in a Social Care environment
- Experience of Care Planning
- Operating basic computer systems

Date..... Signed.....(Employee)

Date..... Signed.....(Line Manager)

Date..... Signed.....(Senior Departmental Manager)