

JOB DESCRIPTION

| Post title | Team Leader - Nights |
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| Division / Section | Social Care Performance |
| Department | Health and Social Care |
| Responsible To | Depute Manager (Care Homes for Older Service users) |

PURPOSE OF JOB

- To have oversight of the overnight delivery of high quality care in up to 6 care homes to provide professional supervision to night workers to support delivery of care which is 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 support the management and delivery of care on an overnight basis as set out in each individual service user's Personal Plan and Care Standards. (40%)
- To supervise the practice standards of care staff (50%)
- To take limited delegated authority for management of some aspects of the care home during night time hours and to liaise with the Care Home Manager in each location, regularly and frequently (10%).

MANAGEMENT OF CARE

- To assist the Care Home Manager to create a home culture and ethos in which the needs of the service users are paramount and which provides them with security, safety and care.
- To ensure the night time personal plan for each service user is in order and up to date to achieve a level of independence appropriate to their individual needs,
- To be aware of, and responsive to, service users with dementia and other mental health problems, long term conditions and end of life needs where a flexible response is required to meet changing complex needs.

- To work with service users with complex to challenging needs.
- Support the Social Care Workers and Social Care Assistants to provide a flexible, sensitive and integrated service in response to assessed needs in conjunction with Community Medical Staff and other related professionals.
- To support Social Care Workers and Social Care Assistants in the linked homes overnight by providing telephone assistance, advice and decision making.
- To support care staff to encourage and enable service users to participate in socially valued activities and meet their expressed wishes
- 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 implemented, monitored and reviewed in a manner that promotes multi-disciplinary practice.
- To provide direct personal care in accordance with the service user's individual personal plan.
- In conjunction with the Depute maintain an appropriate balance between work with service users and supervisory responsibilities.
- To ensure that any overnight admissions and discharges are delivered effectively and in line with procedures.
- To assist the Depute to ensure that service users receive individual support and guidance according to their needs and wishes through an effective named worker system.
- Assist the Depute to ensure that prescribed medication is administered by trained/delegated members 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 users and staff in the home in accordance with Departmental Policies and Health and Safety requirements.
- To report areas of unmet need within service user's personal plans to the relevant Care Home service staff
 - Work in collaboration with NHS and other relevant staff to promote a multi-disciplinary approach to practice of Responding to emergency and Adult Support and Protection situations overnight
- To encourage 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 other agencies and sections within the Department of Health and Social Care) NHS 24, E.S.W.S. and other agencies out of hours.

- Assist the Depute to facilitate service user consultation and participation in the running of the home and report any comments made about the service.
- 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 complaints in accordance with Departmental policy and guidance.
- To ensure that any occurrence which gives cause for concern or reflects on the good name of the Department is reported to the supervising Depute/ Manager
- To participate with other team members and contribute to the overall review and development of services for older service users.
- To adhere to policies, procedures and guidelines in relation to Adult Support and Protection.
- To ensure, at all times, that care practice is non-discriminatory and the service user's personal beliefs and preferences are appropriately acknowledged.
- To recognise and accept accountability as a council employee for ensuring that measures of control used within the Home fall within Council Policy and Practice and in line with the Scottish Social Services Council (S.S.S.C.).

SUPERVISION OF PRACTICE

- To offer individual support and guidance to Social Care Workers and Social Care Assistants to assist and promote good care practice over night.
- To offer professional supervision of practice in line with Department procedures.
- 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 P.R.D. to individual care staff via the supervisory process.
- To collaborate with Depute/Manager to set individual and team objectives as they pertain to the overnight service.
- To be a role model and promote the best possible practice in the care team.
- To ensure that at all times care practice is non-discriminatory.
- 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.

DELEGATION AND LIAISON

- When on shift take responsibility for some aspects of the management of the home overnight.
- Tasks will include:
 - Responding to and making decisions in staffing issues
 - Responding to emergency and Adult Support and Protection situations
 - Ordering of agency staff out of hours if required
 - Prioritising work of night care staff across the home
 - Communicating to Health Personnel including NHS 24.
 - Be responsible for facilitating service user access to funds if required
 - Reporting issues of concern to ESWS/Senior Manager
 - Risk Assessment of service users and staff during the night
 - Health and Safety issues
 - Communicating with relatives and members of the public and other organisations as required
 - Recording on SWIFT
 - To follow any specific instruction from Care Home Managers with regard to the oversight of the Care Home.
 - To communicate with the Day Time Duty Manager at the end of each night shift to pass on relevant information about the needs of service users or staff issues.
 - To liaise with the manager/ depute on a frequency to be agreed on any issue pertaining to the operation of the night time service in the care home.

SUPERVISION AND MANAGEMENT SERVICE USERS

- The post holder will offer supervision, guidance and direction to 1 Social Care Worker and up to 5 Social Care Assistants and agency staff in each work location.

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 is 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 weekly contact with service users, in each of the linked care homes for the purpose of assessing needs, supporting vulnerable service users (and their relatives) developing an outcomes focus personal plan
- Postholders are expected to have 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

SUPERVISION RECEIVED

- Directly supervised by a designated Depute Manager.

DECISION (Discretion)

- Decisions about individual service user's care needs overnight.
- Decisions on action required about Adult Support and Protection Concerns.
- Decisions about staff issues e.g. cover for sickness/ absence, conduct, deployment.
- When to contact family and partner agencies e.g. NHS 24 and Emergency Services, Police.
- Decisions regarding Health and Safety at work including outbreak of infection and fire.
- Reporting of concerns to Depute/Manager/Health Practitioners out of hours
- Decisions relating to emergency admissions overnight.

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

- Work is specifically overnight
- The Team Leader will work a flexible rota pattern to meet the needs of service users; respond flexibility to shift cover changes on occasion to meet the exigencies of the service.
- Post holder will be required to work in a different location each night to i.e. one of 6 locations. They will remain in one location for the duration of the shift unless required to attend an emergency situation in another of the linked homes e.g. Outbreak of fire/ evacuation of building.
- To attend meetings outside the home occasionally.
- Work with service users who display a range of difficult and challenging behaviours.
- Postholder will be required to adapt to the culture/ environment/ people and building specific procedure in each linked care home.
- 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
- The peripatetic nature of the post will require excellent communication with up to 6 Care Home Managers/ Deputes.

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

- Peripatetic over 6 care homes the post holder will work in one location per night moving to another home every shift.
- Continual night-time working.
- 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 service users.
- Dementia care and managing behaviour that challenges.
- Knowledge of Council and Department Policies and Procedures.
- Knowledge of local and national strategies for Older Service users Care Home Services.
- Knowledge of relevant legislation e.g. Adults with Incapacity (Scotland) Help 2000.
- Anti-discriminatory practice.
- 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 service users 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)