

## Job Description: Team Leader

**Job Title:** Team Leader

**Reporting to:** Area Manager

**Location:** As designated

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## 1.0 Purpose

The primary purpose of the Team Leader is to provide the day-to-day management of a team of Support Workers to ensure a quality service delivery in accordance with the organisation's strategic objectives, policies and procedures and those of the Care Inspectorate Wales (CIW). The role is hands on but with clearly defined managerial responsibilities.

This role reports directly to the designated line manager.

In conjunction with the designated line manager, a Team Leader is required to take a proactive approach to delivering a quality service, to make balanced and timely decisions based on available information and evidence and to provide timely and accurate reports on all areas of accountability.

A flexible approach to the role is required which will include the requirement to work hands-on over all shift patterns, including evenings and weekends, ensuring that adequate cover is provided at all times. The Team Leader has a responsibility to ensure their staff are managed effectively and are supported in their job role and specification.

The Team Leader has a responsibility to ensure they, as well as their staff, adhere to the Elliots Hill Care Ltd Staff Handbook and Care Council for Wales Code of Practice.

This job description details the key responsibilities of the role however, it is expected that they will undertake additional tasks and take on additional responsibilities, appropriate to the role, in order to support the delivery of care and the business activities of Elliots Hill Care Ltd as directed by the line manager and the Senior Management Team.

## **2.0 Role Responsibilities:**

### **2.1 Customer care**

- 2.1.1** To maintain a caring environment for customers through high standards of professional practice that are conducive to the physical, emotional, social, intellectual and spiritual needs of the customer.
- 2.1.2** To ensure that each customer receives care appropriate to their individual needs as dictated by the care plan and that the care plan is monitored and any changes highlighted to the line manager.
- 2.1.3** To continuously monitor the service delivery in conjunction with the line manager, evaluating standards and informing the line manager where it is felt improvements could be made.
- 2.1.4** To manage Support Workers to ensure that procedures, policies and practices of Elliots Hill Care Ltd are followed, in order to meet the standards and regulations set by the Welsh Assembly Government, CIW and the requirements of the purchasing body. All potential and actual breaches must be reported to the Registered Manager promptly and accurately.
- 2.1.5** To ensure all verbal and written complaints are recorded and reported to the line manager promptly and accurately in line with the complaints policy.
- 2.1.6** To ensure that all necessary records are fully completed, timely, accurate, legible, filed and available for inspection by authorised persons when required.
- 2.1.7** To assist the line manager in conducting customer reviews, in addition to annual reviews, and that they are carried out with the involvement of the customers, where appropriate and the necessary reports/paperwork prepared.
- 2.1.8** To maintain a safe environment for customers.
- 2.1.9** To assist Support Workers in developing an ethos that reflects customers' individual needs and that celebrates their individualism and diversity in accordance with equal opportunities legislation.
- 2.1.10** To make adequate arrangements in conjunction with the line manager for the introduction and reception of new customers.
- 2.1.11** To assist the line manager in recognising the individual needs of the customers, including but not limited to Welsh language speakers, and assist in making appropriate arrangements to ensure their needs are met.
- 2.1.12** To ensure all changes and issues relating to customers are reported to the line manager promptly and are available for inclusion in the weekly line managers report.
- 2.1.13** To carry out individuals' personal care as required.

## **2.2 Administration**

- 2.2.1** To carry out delegated administrative functions as and when required. These may include:
- 2.2.1.1 Customer's case records;
  - 2.2.1.2 Financial records – including customers' personal money, clothing allowances, petty cash;
  - 2.2.1.3 Medication records;
  - 2.2.1.4 Vehicle checks;
  - 2.2.1.5 Safety checks;
  - 2.2.1.6 Other relevant functions;
  - 2.2.1.7 Accurate completion of timesheets and rotas as required within the agreed time as specified by the line manager.
- 2.2.2** Maintain confidentiality for all areas of Elliots Hill Care Ltd, its staff and work. The nature of the work within the service entrusts people with confidential information about customers their families/support workers and staff. Any breach of confidentiality will constitute gross misconduct.
- 2.2.3** To manage all centrally distributed resources including, but not limited, to motor vehicles and care equipment.

## **2.3 Staff Management & Development**

- 2.3.1** To create and maintain a working environment that is conducive to the delivery of high quality care by creating conditions in which interpersonal conflict can be identified and minimised and by establishing a culture of trust and support.
- 2.3.2** To plan and manage team rotas/shifts to ensure that sufficient and appropriate cover is provided at all times with adequate experience and seniority and record any issues/shift changes to the line manager for authorisation prior to changes being made. It is expected that if no other member of staff is available to cover a shift, that shift will be conducted by the Team Leader. Team Leaders will be expected to conduct shifts across all shift patterns.
- 2.3.3** To ensure all team rotas/shifts are submitted in a timely manner to the line manager for authorisation prior to submission to the administration team.
- 2.3.4** Work with the Training Manager to plan, organise, carry out and record effective staff inductions within a team.
- 2.3.5** To highlight human resource requirements and to report these to the line manager.
- 2.3.6** To assist the line manager to ensure that weekly meetings are carried out during the probation period and that the outcomes are effectively communicated to the line manager.
- 2.3.7** To plan organise and carry out regular Supervision/Appraisals in accordance with requirements and standards of CIW as agreed by the line manager.
- 2.3.8** To work with the Training Manager to plan, organise and evaluate all staff development activities, including internal and external learning and training in accordance with requirements and standards of CIW and to meet individual needs as identified in the appraisals/supervisions within financial constraints

**2.3.9** To ensure team attendance at all required training sessions and assist the line manager in addressing non-attendance appropriately and to highlight any other training required. To ensure that skills and knowledge developed by training are implemented in practice.

**2.3.10** To hold team meetings as authorised by the line manager and to develop and maintain good communication throughout the organisation.

**2.3.11** To ensure all changes and issues, including missed calls relating to staff are reported to the line manager and administration team promptly and as part of the weekly line manager's report.

**2.3.12** To ensure that all staff are provided with the appropriate equipment, tools and resources required to complete their roles to the required standards. If resources are not available this should be communicated to the line manager at the earliest possible time.

## **2.4 Quality Management**

**2.4.1** To work with the Quality Audit team to implement the quality assurance systems, procedures, policies and practices necessary to meet the required standards and regulations.

**2.4.2** To carry out spot checks, including out of hours, as required by the line manager.

**2.4.3** To ensure that all potential and actual issues and hazards are reported to the appropriate authority and line manager promptly and accurately, in writing.

## **2.5 Financial Management**

**2.5.1** To adhere to company policy on customer finances.

**2.5.2** To monitor day to day expenditure within specified budgets, reporting regularly to the line manager.

## **2.6 Place of Work**

**2.6.1** In conjunction with the line manager, to ensure the maintenance and security of the place of work in order to comply with regulations and standards of the CIW, fire safety, environmental health, infection control, building control, planning and health and safety.

**2.6.2** To manage an agreed programme of repairs and planned refurbishments for the upkeep of the place of work where required.

**2.6.3** To ensure all issues relating to premises management are recorded and reported to the line manager promptly and as part of the weekly line manager report.

## **2.7 Business Development**

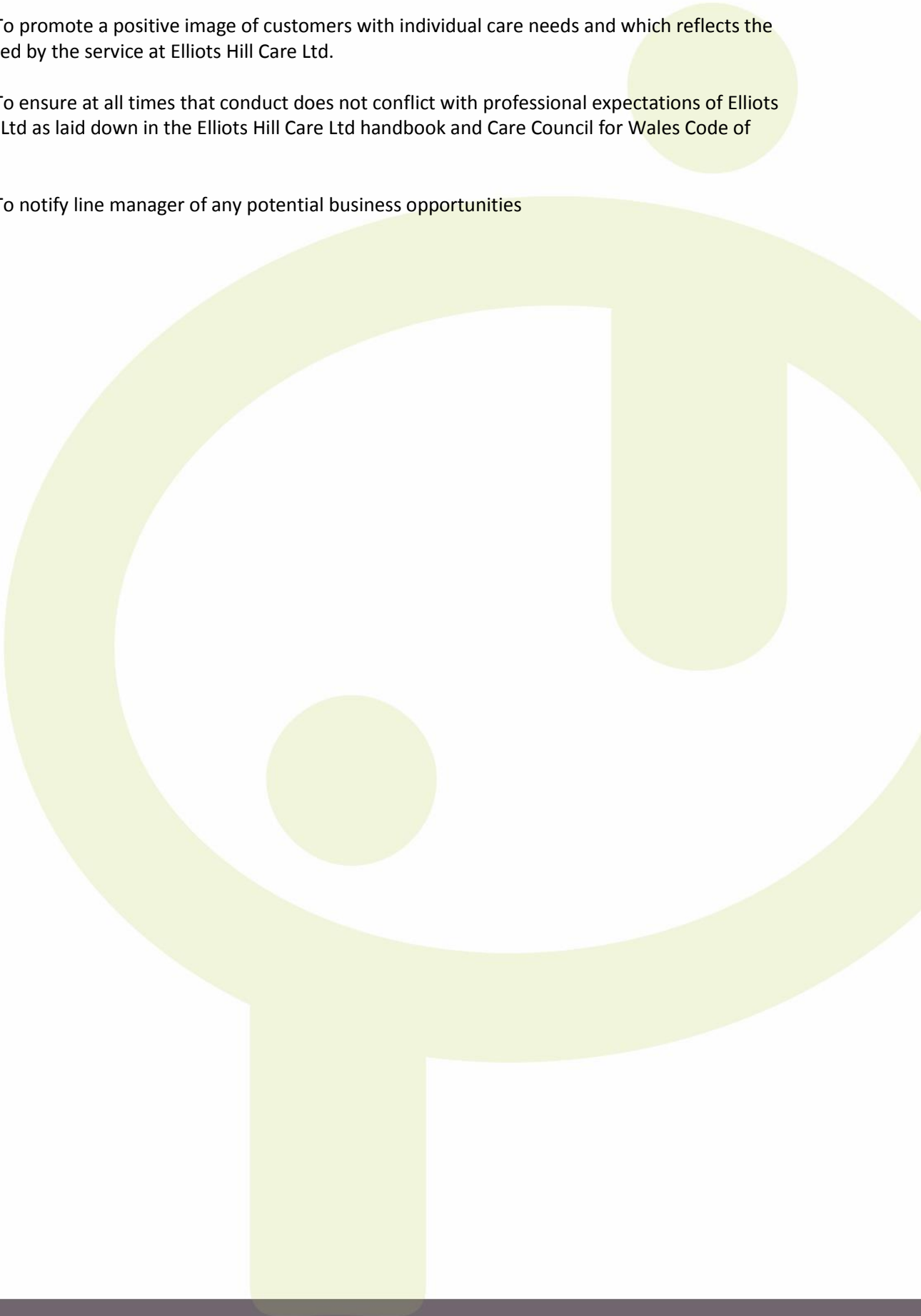
**2.7.1** To assist with introductory visits and meetings for prospective customers to enable them to make informed choices and decisions about the service suitability and to evaluate whether or not the service is able to meet their personal care needs.

**2.7.2** To co-operate with all Elliots Hill Care Ltd staff in maintaining good relationships with outside agencies and the general public in order to uphold Elliots Hill Care Ltd image and win increased support for its work.

**2.7.3** To promote a positive image of customers with individual care needs and which reflects the part played by the service at Elliots Hill Care Ltd.

**2.7.4** To ensure at all times that conduct does not conflict with professional expectations of Elliots Hill Care Ltd as laid down in the Elliots Hill Care Ltd handbook and Care Council for Wales Code of Practice.

**2.7.5** To notify line manager of any potential business opportunities



## **3.0 Person Specification: Team Leader**

### **3.1 Education:**

You will ideally hold or be working towards completion of one of the following:

- NVQ 3 Social Care
- Level 3 Diploma in Health & Social Care (Adults)

### **3.2 Skills:**

- Driver – Essential
- Welsh speaker - Desirable

### **3.3 Experience:**

- Experience of person centred planning, supported living and challenging behavioural needs - Desirable
- Experience of supervising staff - Desirable

### **3.4 Competencies:**

#### **3.4.1 Job Knowledge**

- The ability to perform role responsibilities, demonstrating an understanding of technical, administrative and organisational requirements effectively applying knowledge and experience.

#### **3.4.2 Managing the Service (Work Effectiveness)**

- The ability to accept responsibility for all aspects of the role.
- The ability to ensure deadlines are met, anticipating and planning ahead.
- The ability to implement a course of action, request appropriate resources and plan the programme of work required to achieve a defined end result.
- The ability to make sound and practical decisions which deal effectively with issues and are based on thorough analysis and diagnosis.

#### **3.4.3 Communication**

- The ability to communicate clearly, accurately and concisely, orally and in writing, to listen, comprehend and to check understanding.
- The ability to present ideas and information clearly and succinctly to superiors, staff and peers.
- The ability to request clarification when needed.

#### **3.4.4 Effective Teams/Leading Teams**

- The ability to work effectively as part of the team whilst inspiring individuals to give of their best to achieve organisation objectives.
- The ability to delegate work appropriately and fairly, motivating and gaining respect from individuals and the team as a whole by providing clear direction and leading by example.

- The ability to recognise and reward the contribution of others and to proactively listen and consult with all team members to build a strong team spirit.





#### **3.4.5 People Management**

- The ability to manage and develop staff and gain their trust and co-operation in order to achieve organisation objectives.
- The ability to create and maintain open and constructive relationships with others, to listen carefully, respond helpfully and be sensitive to their needs.

#### **3.4.6 Customer Focus**

- The ability to look after the interests of all customers, internal and external (customers and their families, inspectors and purchasing authorities) to ensure their wants, needs and expectations are met or exceeded.

