

# Gofal Cymru Care Ltd

## ***JOB DESCRIPTION***

<b>JOB TITLE:</b>	Team Leader
<b>LOCATION:</b>	Within the care establishments of Gofal Cymru Care
<b>RESPONSIBLE TO:</b>	Care Home Manager
<b>SALARY:</b>	TBA Competitive depending on experience
<b>HOURS:</b>	Agreed contracted hours, to include evenings, week-ends, bank holidays, wake-in and sleep-in duties.
<b>LIAISING WITH:</b>	People with Mental Illnesses and/or Learning Disabilities, and their relatives and carers; Health Care Professionals; A Range of External Agencies

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### **JOB SUMMARY:**

- To work as part of an efficient team and to contribute to the smooth running of the care home working to the policies and procedures of GCCL, legislation and national minimal standards;
- Deputising in absence of Care Home Manager;
- To support the Home Staff Team in the management and development of a high quality service for our clients, undertaking delegated supervisory management responsibilities;
- To provide leadership to less experienced staff to ensure the development of best care practice and optimal outcomes for service users;
- To provide therapeutic and personal care to our service users;
- Promote the rights of service users to be treated with dignity and respect in every aspect of their lives;
- Respect the confidences of service users;
- Establish supportive relationships with service users and encourage the development of stable relationships between service users and other staff, and their families and friends and within the group of service users;
- Promote the emotional health and self-esteem of service users and support them through changes in living circumstances and personal relationships;
- Support service users in making their own choices and decisions to the maximum of their capability, and ensure that their needs and wishes are fully considered in any decision relating to them;
- Ensure the protection of service users from significant harm, by exercising vigilance, observing changes in service user's behaviour or appearance, and complying fully with the Vulnerable Adults' policy.

### **Supporting Service Users:**

1. Support service users in a way that promotes their independence, equality, diversity and rights, respects the dignity of the individual;
2. Contribute to the protection of individuals from abuse;
3. Assist service users with self-care skills including eating, drinking, washing, bathing, using the toilet or managing incontinence, dressing and undressing, mobility and transport, getting up and going to bed,
4. Administer of medications and treatments within the GCCL's Medication Policy.
5. Participate in the assessment, development, implementation and review of service user care plans, C.P.A, Person Centered Plan and Health Action Plans (Traffic Light System) with the involvement of Service Users.

6. As a key worker for named service users, taking responsibility for the development, implementation, monitoring and review of Their Person centred Plan;
7. Promote service users participation in, enjoyment and understanding of their religion, culture and ethnicity;
8. Participate in the assessment, development, implementation and review of programmes aimed at enabling service users to manage their challenging behaviour, ensuring full compliance with their individual behaviour guidelines; Risk Management Plans, and Best Interest Statements in accordance with Mental capacity Act/Dols to promote Service User's Independence , Choice and well beings.
9. Ensure that service users profiles, key-working files and care files are updated and accurate and maintained;
10. Support the staff team in their role of key-worker and facilitate training as required.

### **Working Practices:**

1. Work in accordance with Gofal Cymru Care's policies and procedures, legislation and national minimal standards;
2. Promote Gofal Cymru Care's mission, values, ethos and services internally and externally;
3. Promote monitor and maintain health, safety and security within the home;
4. Ensure appropriate, accurate, complete and timely records are kept of significant service user observations and interactions;
5. Comply with Gofal Cymru Care's policies on the discloser of personal information and on ensuring confidentiality is maintained in line with Gofal Cymru Care's confidentiality policy;
6. Work in accordance with Gofal Cymru Care's risk assessment and management policy.
7. Encourage Staff Team to Motivate and provide Service Users positive engagement in accordance with GCCL ethos and Values.

### **Working in Partnership:**

1. Work in partnership with the families, friends & advocates of service users to promote their health, welfare and development, including escorting service users on home visits as required;
2. Work in partnership with members of service users professional network to promote their health, welfare and development;
3. Work as a member of the unit staff team, co-operating fully and communicating openly with other team members;
4. Act as transition co-coordinator by being responsible for liaising with relevant families, professionals;
5. Act as liaison for Health Action Plans with the relevant social services and health departments with a view to support Transition plans.

### **Maintaining the Home:**

1. Store and transmit information and maintain accurate records in accordance with the company's policy, and ensure that any information concerning the health, welfare and development of a service user is accurately communicated to colleagues and managers;
2. When requested act as the designated responsible Health and Safety person, thereby participating in the assessment of risk, reporting matters of concern to managers and complying in full with duties under the home's Health and Safety policy.

### **Managerial and Shift Leading:**

1. Deputising in absence of Care Home Manager;
2. Ensuring all duties are carried out to a high standard at all time;
3. Allocate work to teams and individuals, agreeing objectives and work plans, assessing the performance of teams and individuals and giving appropriate feedback to individuals and management;
4. Maintain effective staff discipline, operating at all times within the company's Disciplinary policy and procedures;

5. As required undertake agreed specific staff supervisory responsibilities, such as staff supervision and induction of less experienced staff, maintaining all required records and complying with the Home Supervision policy.
6. Good verbal and written communication skills with the ability to accurately complete all documents and maintain up to date information.
7. Establish and maintain good communication with Clients, Relatives and with the multidisciplinary team. Provide administrative support when required.
8. Takes a pro-active approach to consulting and involving others in decision making process as appropriate.
9. Allocate work to teams and individuals, agreeing objectives and Goal plans, assessing the performance of teams and individuals and giving appropriate feedback to individuals and management;
10. Ordering, auditing and storing Medications in accordance with GCCL policies and procedures.
11. Ordering and Auditing C.O.S.S.H products and supporting senior support workers in relation to ordering and auditing C.O.S.S.H products.

### **Staff Development and Training:**

1. Continuously reflect on own practice and seek to develop skills, making full use of supervision and participating in pre-qualifying, qualifying and post-qualifying training as required;
2. Support new staff during their induction periods and assist them to become familiar with their role and the needs of service users, then feedback relevant and accurate information regarding performance to managers;
3. Disseminate experience and knowledge to the staff team as necessary, thus ensuring the high quality of care and interventions used by staff team members.
4. Develop your own skills and abilities through coaching, supervision, performance appraisals; training and on the job experience. Demonstrate you can be relied upon to deliver what you have promised.

### **Quality Assurance:**

1. Take personal responsibility for ensuring the quality of care to service users is delivered to the highest standard;
2. Identify and share improvements in service delivery within the home;
3. Support Gofal Cymru Care's quality assurance process, involving Service users in reviewing the quality of the service delivered;
4. Participate in meetings to discuss service performance and community issues.
5. Experience of communicating effectively with services users, partners, stakeholders and other relevant bodies.

### **Other Duties:**

- This is not an exhaustive list of duties and responsibilities, and the post holder may be required to undertake other duties which fall within the grade of the job, in discussion with the care home manager;
- Assist with cleaning duties within the home when these are not undertaken by service users (supported by members of staff) as part of their communal responsibilities;
- This job description will be reviewed regularly in the light of changing service requirements and any such changes will be discussed with the post holder.
- The post holder is expected to comply with all relevant Organisational Policies, Procedures and guidelines, including those relating to Equal Opportunities, Health and Safety and Confidentiality of Information.

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## **EQUAL OPPORTUNITIES STATEMENT**

It is the aim of Gofal Cymru Care to ensure that no job applicant or employee receives less favourable treatment on the grounds of sex, race, colour, religion, marital status, sexuality, age or disability and is

not placed at a disadvantage by conditions or requirements which cannot be shown to be justifiable. We expect all employees to comply with Gofal Cymru Care's equal opportunities policy and all recruitment and promotion will be made in accordance with the equal opportunities policy

## Team Leader

### JOB SPECIFICATION

#### SELECTION CRITERIA

	<b>Essential</b>	<b>Desirable</b>	<b>How Assessed</b>
<b>TRAINING AND QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>• A QCF/NVQ Level 3 qualification</li> <li>• Prepared to attend any job related training as identified by line management</li> </ul>	<ul style="list-style-type: none"> <li>• NVQ/QCF Level 5 or willingness to work towards it.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Application Form</li> <li>▪ QCF/NVQ certificates</li> <li>▪ Interview</li> </ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>• Previous experience in a leadership / managerial role</li> <li>• Applicant must be a minimum of 21 years of age</li> <li>• Applicant must be of a caring nature and willing to support adults with learning disabilities or mental health problems</li> <li>• Experience of working with people with learning disabilities, Autism, and/or mental health problems and/or challenging behaviour</li> </ul>		<ul style="list-style-type: none"> <li>▪ Application Form</li> <li>▪ Interview</li> <li>▪ References</li> <li>▪ Interview</li> <li>▪ References</li> </ul>
<b>KNOWLEDGE AND SKILLS</b>	<ul style="list-style-type: none"> <li>• Knowledge in the field of Learning Disabilities or Mental Health.</li> <li>• Excellent Communication skills</li> <li>• Good Leadership / Organisational skills</li> <li>• Able to use own initiative</li> <li>• Good numeracy, literacy and Computer Skills</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of dealing with other health care Professionals and External Agencies.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Interview/references</li> <li>▪ Certificates</li> <li>▪ Interview/references</li> <li>▪ Interview/references</li> <li>▪ Interview/references</li> <li>▪ Interview/references</li> </ul>
<b>OTHER</b>	<ul style="list-style-type: none"> <li>• Physically fit to meet demands of the post</li> <li>• Work flexibly within the rota system to include evenings, week-ends, bank holidays, wake-in and sleep-in, duties.</li> </ul>	<ul style="list-style-type: none"> <li>• Full UK Car Driving Licence</li> </ul>	<ul style="list-style-type: none"> <li>▪ Application Form</li> <li>▪ Interview</li> </ul>