# EAST SUSSEX COUNTY COUNCIL JOB DESCRIPTION

# Job Title: Team Leader or Senior Support Worker - Older People

# Department: Adult Social Care and Health

# Grade: Single Status 7/8

# Responsible to:

# Responsible for:

# Purpose of the Role:

# JCR

You will support the managers in the service in ensuring service quality is maintained and staff are supported and effectively managed by being responsible for a designated group of staff. You will manage and lead the staff group to support clients and maintain independence at home.

You will be responsible for maintaining an overview of designated clients to ensure they are receiving an effective and appropriate service, referring clients onto other services as required. You will review clients and recognise when they have achieved their goals with the service and can be discharged.

You will be expected to provide Duty support outside of core hours which means answering staff and client queries and triaging referrals. You will provide relevant training to staff and be responsible for a topic to research and share knowledge of the topic. You will provide a regular written report to managers on any relevant best practices updates related to the subject matter responsible for and the progress of training within that area.

# Key tasks:

1. Have lead areas of responsibilities in key compliance areas and formulate reports to inform manager.
2. Lead and coordinate a staff team.
3. Liaise with other professionals, attending reviews and prepare reports.
4. Chair team meetings as required.
5. Identify and monitor clients and to ensure their changing needs are met.
6. Review clients current service offer and liaise with services as required.
7. Promote client involvement in all aspects of their care and supporting them to make informed choices.
8. Provide appropriate information for the client data system and maintain written and computerised records.
9. Monitoring records and ensuring information is appropriate and up to date.
10. Lead on risk assessments and health and safety matters including incidents and safeguarding as required.

**Addendums to progress to Single Status 8**

1. Line manage staff to ensure training and development needs are met.
2. Be responsible for work and allocation of staff if required.
3. Support with the selection, recruitment and induction of staff, and ongoing training and development.
4. Lead on HR matters in line with policies and procedures.
5. Representing the service at multidisciplinary meetings.
6. Deal with new referrals.

# PERSON SPECIFICATION

# Essential education and qualifications

* Lead Adult Care Worker Level 3 Apprenticeship or equivalent, or willingness to complete.
* Level 2 Maths and English or ability to pass an assessment as part of the selection process

# Essential key skills, abilities, knowledge, experience, values and behaviours

* Ability to work as part of a multi-disciplinary team.
* Ability to identify needs and support required.
* Ability to promote and monitor good practice.
* Organisational skills and time management of self and others.
* Effective verbal and written communication skills.
* Ability to plan, review and develop packages of support.
* Ability to use initiative.
* Ability to identify and manage risks.
* Willingness to participate in training and development programmes.
* Ability to manage staff resources.
* Ability to adhere to and apply policies as appropriate.
* Informal care experience
* Ability to demonstrate how the travel requirements of the role will be met.
* Demonstrate values such as kindness and compassion in all aspects of your work.
* Ability to reflect on own practice and be willing to learn.
* Self-motivated, with the ability to motivate and encourage others.
* Ability to work flexibly to meet the demands of the service.
* Ability to remain calm when demands are conflicting and competing.
* Ability to act as a role model to staff.

# Desirable key skills, abilities, knowledge, experience, values and behaviours

* Basic IT skills.
* Care Certificate.
* Awareness of the Care Quality Commission (CQC) and their standards.
* Awareness of Health & Safety issues.
* Knowledge of Safeguarding Vulnerable Adults.
* Experience of staff supervision, recruitment, training, induction and appraisal.
* Experience of working in the care sector.

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Health & Safety Functions

This section is to make you aware of any health & safety related functions you may be expected to either perform or to which may be exposed in relation to the post you are applying for. This information will help you if successful in your application identify any health-related condition which may impact on your ability to perform the job role, enabling us to support you in your employment by way of reasonable adjustments or workplace support.

| **Function** | **Applicable to role**  |
| --- | --- |
| Using display screen equipment  | Yes |
| Working with children/vulnerable adults | Yes |
| Moving & handling operations | Yes |
| Occupational Driving | No/Yes |
| Lone Working | No/Yes |
| Working at height | No |
| Shift / night work | Yes |
| Working with hazardous substances | No/Yes |
| Using power tools | No |
| Exposure to noise and /or vibration | No |
| Food handling | No/Yes |
| Exposure to blood /body fluids | Yes |