

Role Profile

Part A - Grade & Structure Information

Job Family Code	5PCS	Role Title	Team Leader
Grade	PS5	Reports to (role title)	Home Manager / Deputy Manager
		Directorate	Health, Wellbeing and Adult Social Care
JE Band	161-191	Service	Service Delivery
		Team	
		Date Role Profile was created	Oct-18

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	<p>To assist the management team with the delivery of a front line care service seven days a week, 24 hrs a day including bank holidays and evenings.</p> <p>To fulfil the responsibilities of a Care Assistant and to take supervisory responsibility, on behalf of the management team, for staffing, attending to the personal, practical, social and emotional care needs of the residents and catering, domestic and site maintenance issues when required.</p> <p>The role holder will act as a Duty Officer having particular responsibility to oversee and guide the Care Assistants, supervise all staff on a daily basis, ensure staff absences are covered, and respond appropriately to immediate issues concerning the daily management of the home.</p> <p>The role will include administering medication, overseeing the administration of medication in accordance with care plans, medication records and departmental policy and procedures and undertaking continual appropriate, accurate and legible record keeping including monitoring and reviewing care plans.</p> <p>The role holder will promote residents’ rights / choice and undertake assessments and reassessments of residents as directed by the manager.</p> <p>They will ensure that social activities are organised including utilising resources in the community to ensure that the social and emotional needs of individual residents are met, and undertake any relevant duties as directed by the Home Manager.</p> <p>The role may involve participating in lifting and handling in relation to service users.</p>
---------------------------------------	---

Work Context	<p>This role is based in Service Delivery, which is part of the Health, Wellbeing and Adult Social Care Directorate. The Directorate provides services to people with a range of care and support needs across Surrey.</p> <p>Service Delivery provides direct care services to individuals in their own homes and in-house residential establishments across the county. The service is registered with and regulated by the Care Quality Commission (CQC) and works in accordance with good practice guidance and standards.</p> <p>The role holder will promote a positive image of the service by attaining a high professional standard and approach at all times and good team work by working closely with colleagues, other professionals and other departments, through clear communication and by being supportive, flexible, reliable, honest and understanding of others needs and views.</p> <p>They will respect the confidential nature of the care they give and must adhere to the SCC “Code of Conduct” at all times, and as a team member, maintain and promote quality standards in respect of residents' care and the home environment, escalating any concerns or issues as appropriate.</p>
--------------	--

Line management responsibility if applicable	Supervise, induct, train and work alongside Care Assistants in all aspects of care work by allocating, sharing and monitoring duties in order to provide a high quality care service. Conduct formal 1:1 supervision and appraisals with care staff.
Budget responsibility if applicable	Indirect influence over the budget for the home.
Representative Accountabilities Typical accountabilities in roles at this level in this job family	<p>Risk Management</p> <ul style="list-style-type: none"> • Contribute to risk awareness in carrying out duties and raise issues where appropriate. • Conduct standard assessments of service users' circumstances and issues and contribute to reviews of individual programmes under supervision from more senior colleagues. <p>Case Management</p> <ul style="list-style-type: none"> • Ensure individual care plans are implemented and the personal and health care needs of service users are met, working within guidelines and procedures, and record service user progress. • Support service users to access community opportunities and work directly with users, providing advice and support to facilitate independence. <p>Planning & Organising</p> <ul style="list-style-type: none"> • Plan, organise and supervise allocated activities within procedural and regulatory framework. <p>Finance/Resource Management</p> <ul style="list-style-type: none"> • Make effective use of resources and provide feedback on improvements to contribute to cost effectiveness. <p>Work with others</p> <ul style="list-style-type: none"> • Support other team members and demonstrate understanding of others' needs and views. • Liaise with carers, relatives, colleagues and other agencies to ensure good communication and service to users. <p>People Management</p> <ul style="list-style-type: none"> • Assist in the induction of new staff and by sharing expertise and knowledge within the team. • May oversee and guide more junior staff. <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety & Welfare: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others.</p>
Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	<p>Vocational Qualifications Level 2 or equivalent in relevant field with practical knowledge of service user group needs, or equivalent experience.</p> <ul style="list-style-type: none"> • Awareness of relevant legislation, processes and procedures and issues relating to the service user group. • Ability to show an understanding of the circumstances of people with social care needs, to gather appropriate information and to reach a view about the likely type and source of assistance. • Able to present options and choices and support others to come to their own conclusions. • Good written and oral communication skills with the ability to build relationships with a range of stakeholders. • Competent in a range of IT tools including databases and MS Office. • Ability to explain processes and concepts in simple terms, maintain appropriate records, and to build effective relationships with service users and others. • Able to manage own time effectively and identify priorities. • Ability to work effectively and flexibly as part of a team. • Ability to guide and support less experienced or more junior colleagues • Experience of working with the user group. • Satisfactory DBS clearance might be required.

Details of the specific qualifications and/or experience if required for the role in line with the above description	<ul style="list-style-type: none">• Contemporary knowledge base of relevant legislation and standards in relation to the service.• Commitment to ensure that people are treated with compassion, kindness, dignity & respect.• Effective written and verbal communication skills including the ability to present information and write clear reports.• Ability to work on own initiative, responding flexibly to changing priorities and maintaining accuracy and attention to detail.• Ability to organise workload to respond accurately and effectively to conflicting priorities, determine priorities and respond in accordance with agreed procedures and deadlines.• Experience of building positive relationships and networks with others.• Sound abilities and understanding of risk assessment and risk management.• Ability to communicate with people with physical, cognitive or learning disabilities and have effective negotiation and influencing skills and good oral communication skills appropriate to any situation.• A commitment to working in partnership and collaboration with colleagues.• Understanding of and commitment to equal opportunities and diversity.• Ability to work within the Surrey Multi Agency Safeguarding Procedures and internal Safeguarding Procedures.• Significant experience within a social services, residential or health setting.• Willingness and ability to work and travel across the county potentially on a daily basis to meet the service demands and/or to attend training.• Willing to work within a rota providing front line care service seven days a week, 24 hrs a day including bank holidays and evenings.• Ability to respond and support as directed to declared civil emergencies as they occur.• Commitment to continued professional and personal development and to undertake the essential training requirements for the role.• Physical stamina and the ability to undertake lifting and handling.• Satisfactory clearance of Enhanced Disclosure and Barring Service (DBS) check for regulated activity.
Role Summary	<p>Roles at this level provide practical social care services under direction to improve the quality of life of service users with a range of challenging problems. They liaise with service users, colleagues and other agencies to ensure good service to users. Some roles may oversee and guide the work of more junior staff. Role holders will typically be expected to work in terms of the vocational qualifications in social care and may be encouraged to consolidate their experience through accreditation at level 2. They will need to have the ability to acquire a knowledge of systems, procedures and good practice. They work within clear procedures and best practice guidelines. They will be subject to supervision but will be expected to organise their own workload and prioritise within short, e.g. day-to-day timescales.</p>