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**Job Description**

**Role Title: – Team Leader**

**Role Profile - PC3**

**Responsible to** – Service Manager /Business Manager

**Purpose of Role**

To assess and manage cases with a degree of complexity and risk, taking action to coordinate resources (including staff deployment) and support to maintain or improve the wellbeing of customers

To provide and promote person-centred care and support to vulnerable customers including people who have a range of mental health needs, learning and physical disabilities, and require differing levels of support; to meet a range of complex social and health needs.

To lead, manage and supervise a team or an individual small service within one of the company’s divisions, providing care and support to enable people to achieve their maximum level of independence through appropriate physical, emotional and psychological support including: intimate personal care, support with basic health needs, practical tasks, appropriate communication and community involvement.

To ensure the effective and efficient management of a high quality service which includes the following:-:

* Responsive to the changing needs of customers
* Meets all Health and Safety requirements
* Ensures All company Policies and Procedures are followed
* Meets all required CQC and/or Ofsted standards
* Provides a supportive and rewarding environment to the company employees
* Delivers care and support in line with the companies

**Mission Statement**

‘To *be a trusted provider in the delivering of high quality customer focused social and health care services’*

**Sunderland Care and Support Core Values**

**Primary Value**

The needs of the Customer come first

**Core Values**

* **Excellence-** Deliver the best outcomes and highest quality service through the dedicated effort of every team member.
* **Teamwork-** Value the contributions of all, blending the skills of individual staff members in partnership and collaboration.
* **A good place to work-** enjoying our role each day through enhancing the lives of those we serve, through the creative ideas and the unique talents of each employee.
* **Excellenc**e- Deliver the best outcomes and highest quality service through the dedicated effort of every team member.
* **Teamwork**- Value the contributions of all, blending the skills of individual staff members in partnership and collaboration.
* **A good place to work**- Enjoying our role each day through enhancing the lives of those we serve, through the creative ideas and the unique talents of each employee

**All employees of Sunderland Care and Support are expected to embrace The-6C of providing social care and support**

The values and behaviour covered by the 6Cs defines a vision for care and support that reinforces the values and beliefs that underpin care, wherever it takes place.

The **6Cs** are:

**Care** - our core business and the care we deliver helps the individual customer and improves the health of the whole community. Caring defines us and our work. Customers receiving care expect it to be right for them, consistently, throughout every stage of their life.

**Compassion** - how care is given through relationships based on empathy, respect and dignity - it can also be described as intelligent kindness, and is central to how people perceive their care.

**Competence** - means all those in caring roles must have the ability to understand a customer’s health and social needs and the expertise, clinical and technical knowledge to deliver effective care and treatments based on research and evidence.

**Communication** - central to successful caring relationships and to effective team working. Listening is as important as what we say and do and essential for "no decision about me without me". Communication is the key to a good workplace with benefits for those in our care and employees alike.

**Courage** - enables us to do the right thing for the people we care for, to speak up when we have concerns and to have the personal strength and vision to innovate and to embrace new ways of working.

**Commitment** - a commitment to our customers and populations is a cornerstone of what we do. We need to build on our commitment to improve the care and experience of our customers, to take action to make this vision and strategy a reality for all and meet the health, care and support challenges ahead.

The post holder will commit to the vision, core values and objectives of Sunderland Care and Support.

**Key Tasks and Responsibilities of Role**

**NB: This is not a comprehensive list of all duties and responsibilities but provides examples of the duties expected of the post holder**

1. **Practical Assistance**
   1. Provide an environment and ensure care practices that encourage people to be independent and to exercise choice and control over the support they receive.
   2. Support colleagues to develop communication systems, skills and techniques that support effective communication and ensure customers can communicate in their preferred way. For example:

* communication passport,
* makaton,
* BSL sign language,
* accessible information.
  1. Demonstrate to colleague’s excellent practice in all areas of care and support, including how to maximise the independence and functional ability of customers to enhance their quality of life, develop and maintain life skills. For example:
* Encourage customers to participate in a program of recreational and social activities.
* Assist and support customers in maintaining links with their friends and other groups in the community.
* Support customers, where appropriate, on outings including accompanying to hospital for appointments at times when emergency hospital treatment is required
* Travel training for customers
* Demonstrating/coaching and communicating any additional aids. Eg. cutlery/crockery to assist eating and drinking.
  1. Encourage and support community involvement, ensuring people gain fair access and maximum benefit from all available services, community facilities and resources.
  2. Provide assistance and support with household and domestic tasks, e.g. laundry, shopping, cleaning, and support customers with financial transactions such as paying bills, to manage their finances and personal affects.
  3. Ensure company statutory and non-statutory responsibilities are fulfilled
  4. Carry out regular Customer reviews including where appropriate attending case conferences, and MDTs
  5. Support, mentor and coach new colleagues, apprentices or volunteers
  6. Ensure that the service meets all health, safety and social care standards. For example:
* Water temperature
* Fire safety
* Medication
* Financial
* Care plans
* Customer surveys and feedback
* CQC and Ofsted Requirements
  1. Support Service reviews, Family forums and production of an Annual report

1. **Personal Assistance**
   1. Organise or provide appropriate, intimate personal care, which respects the privacy and dignity of the person, for people with a wide range of illnesses and disabilities, when required. For example:

* To assist customers with getting up in the morning, dressing, undressing, washing, bathing, shave, eat and drink and use the toilet.
* To help customers with mobility problems and other physical disabilities, including continence management and help in the use- and care of aids and personal equipment.
* To help care/support customers who are at the end of their life.

* 1. Support, organise and provide practical to customers which Safeguard’s their human rights at all times and ensure that the care and support provided, protects people and ensures their safety and well-being.
  2. Organise and work as part of a team, to provide practical, emotional and flexible care and support, geared to the needs and goals of the individual, as identified within their Care Plan.
  3. Conduct standard Assessments for individual customers to provide them with opportunities to lead as independent a life as possible within their local community and to ensure the safety of customers and employees.
  4. Organise and Support people with the administration of their medication, and check the competence of colleagues in line with SCAS policy and procedures.
  5. Organise and delegate care tasks to ensure, customers are provided with the appropriate care and support to the prescribed quality, safety and hygiene to meet demands of daily living. For example:
* Personal care
* Safety of customers
* Peg feed,
* stoma care,
* catheter care,
* simple dressings
  1. Use and operate a range of tools and equipment associated with the provision of care and support to vulnerable customers. For example:
* hoist,
* bath aids,
* wheelchairs
  1. Work with other professionals to ensure the health, safety and comfort of customers and to maximise their potential to be independent. For example: physiotherapy, occupational therapy, psychology
  2. Respect people’s culture, beliefs and preferences in all aspects of their daily life and within the care service that is delivered. For example: Menu planning and food preparation, personal care routines and religious practices.

1. **Assessment**
   1. Organise colleagues and the staff team as they carry out support needs assessments and then develop and record individual Care Plans
   2. Gather, collate, monitor and review individual Care Plans - Evaluate and provide feedback on their effectiveness and ensure that feedback from colleagues is used to develop further Care Plans for customers.
   3. Organise and provide the care and support provided to customers including the monitoring of the health and social well-being of customers, record and report any changes and ensure support plans are revised as required.
   4. Organise and manage care of customers to ensure customers are connected to practitioners or services that are able to meet their needs behavioural changes and social rehabilitation of customers is undertaken
   5. Prepare and present reports of a statutory and non-statutory nature
   6. Attend MDT meetings
   7. Organise and ensure clear records of actions and decisions are made
2. **Records and Reports**
   1. Respect people’s right to the confidentiality of information within legal and SCAS governance arrangements, policies and procedures.
   2. Coordinate the team and service recording in files and other records, and ensure they are all accurate, legible, complete, up to date and stored in the correct manner, with regard for confidentiality and SCAS processes. For example:

* Writing up minutes of meetings
* Daily records
* Diary entries
* Support plans
* Leading on Care plan review meetings
  1. Comply with data protection principles and respect the privacy of personal and customer information.
  2. Support people’s right to complain and advocate on their behalf when appropriate.
  3. Coordinate any response to complaints using information gathered from complaints and comments to improve and further develop the service.
  4. Support service reviews, family forums and a the agreed system of case management.

1. **Professional Contacts and Relationships**
   1. Establish and maintain the trust and confidence of customers, their family and carers.
   2. Lead a team, within a multi-agency framework, to ensure that the aims and objectives of the service and the needs of the customer are identified, assessed and met.
   3. Support the Service Manager in managing colleagues and contributing towards their development through ::

* Regular, recorded, formal supervisions
* Annual appraisals
* Attendance management
* Occupational health referrals
* Identification of learning and development needs
* Observation of work practice.
  1. Communicate with colleagues through attendance at Manager’s Briefings, Hub meetings, and convene regular team meetings to share/exchange information.
  2. Coordinate the effective induction of new colleagues using SCAS workplace induction processes and assess their work practice to nationally recognised induction standards.
  3. Organise the team and service involvement in partnership work with other professionals including attendance at multi-disciplinary meetings, and promote the functioning of inter-professional teamwork.
  4. Work independently and be able to make sound judgements in relation to emergency situations and customer requirements.
  5. Organise the work of the team to ensure key areas of responsibility (for example: health, safety or social care practice) are compliant with legislation, regulatory bodies and colleagues understand best practice. For example:
* Financial checks, audits and procedures
* Van audits
* Health and safety checks
* Alternative methods of communication
* Medication checks, audits and procedures
* Support plan audit
  1. Involve customers, their family and carers to regularly review individual Support Plans so that improvements can be made and people continue to be supported appropriately and in line with their changing needs. Ensure any improvements are implemented.
  2. Involve customers, their family and carers to review the service so that SCAS can continue to meet customer demand, provide excellent care and embrace innovation and change. Ensure any improvements are implemented.

1. **Working Environment Context**
   1. Work flexibly on a rota basis, including weekends, bank holidays, night shift and sleep-ins.
   2. Work flexibly across all service areas, and in all geographical locations.
   3. Ensure the service has appropriate staff cover, maintains approved staffing levels and staffing availability is best used across the Hub.
   4. Ensure the health, safety and security of the workplace for yourself, colleagues and customers, in accordance with legislation and SCAS policies and procedures.
   5. Work in either the community or a building based service
   6. Work with the Service manager to Manage allocated resources
   7. Drive SCAS transport when deemed competent to do so (if service requirement).
   8. Be able to carry out routine vehicle checks, including cleaning, and report faults and accidents in line with SCAS policy and procedures.
2. **Professional Context**
   1. Under the guidance of a service manager take a organise and coordinate the learning, development of colleagues
   2. Participate in and contribute to in-service learning and development opportunities identified for both professional and personal development within the job role. For example: attend regular team meetings, supervision and appraisal, e-learning, training.
   3. Deliver learning and development to colleagues in SCAS in line with service requirements and professional expertise.
   4. Keep up to date with knowledge, skills, innovation and developments in service provision, to use in your work with people and when leading the staff team.
   5. Honour and prioritise work commitments.
   6. Act in a professional manner, in line with SCAS policies, procedures, it’s commitment to equality and sound value base of social care principles.

For example: promoting independence, individualisation, confidentiality, non-judgemental attitude.

1. **Other duties**
   1. The post holder is expected to be flexible in order to:

* Work in any service across Sunderland Care and Support
* Cover all hours as services develop e.g. Weekends, evenings, sleep-ins and waking nights
* To co-operate with the duty rota schedule so as to ensure adequate staffing, and be flexible at times due to the changing needs of the facility and the residents.
* Work in either the community or a buildings based services
* Provide appropriate support and carry out other tasks and duties in line with their job role descriptions.
* Attend regular team meetings, supervision and appraisal sessions.

**Duties and responsibilities of the role**

This Job Description is not intended to be an exhaustive list of the duties and responsibilities of the post and the post holder may be requested to carry out any other duties that are appropriate to their post and level.

This post may change over time to meet organisational requirements and the role description and key tasks may be changed after consultation with the post holder at any time.