Kent County Council
Job Description: *Team Leader*

Directorate:	**Adult Social Care and Health**
Unit/Section:	**Older People Provision - Modernisation in EK or WK**
Grade:	**KSE**
Responsible to:	**Registered Manager**

Purpose of the Job:

Assist in the day-to-day supervision of Registered Care Centre staff, including the allocation of tasks to meet the needs of individual residents and carers. Provide residential and day care services to ensure that Support Plan requirements are met. Generally assist the Registered Manager to provide high-quality care and maintain a customer friendly service.

Main duties and responsibilities:

- Participate in and ensure that staff are deployed on the 24 hour rota to meet the individual needs of residents and users of the Registered Care Centre and the specification contained in the Service Level Agreement and the standards set by the Care Standards Commission.

- Take specific responsibility for users of either residential care, e.g. short term, permanent, respite, enhanced, or day care, and community services i.e. day centre users to ensure individual needs are met.

- Manage and supervise a team of residential or day centre staff to ensure that the requirements of the Support Plan and professional standards are maintained.

- Assist in the recruitment, selection, motivation and development of staff to ensure the deployment of an effective staff group, able to meet the changing demands of the Registered Care Centre service.

- Promote a customer friendly atmosphere in the Registered Care Centre and assist the Registered Manager in the arrangements to ensure a safe and cost effective environment for users, their carers and staff.

- Encourage, ensure and monitor user participation in the day to day running of services and in a range of culturally valued and meaningful activities.

- Strengthen and develop links with colleagues and community based agencies to maximise cooperation to the benefit of users.

Footnote: This job description is provided to assist the job holder to know what their main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post

Kent County Council
Person Specification: *Team Leader*

The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

	CRITERIA
QUALIFICATIONS	• NVQ 3 in Health and Social Care or a first Level Nursing; Social Care or Occupational Therapy qualification • NVQ 3 in Supervisory Management or equivalent
EXPERIENCE	• Substantial experience of working with older people, including in a rehabilitative or mental health setting. • Experience of influencing the quality-of-care delivery • Supervisory experience in a social care setting
SKILLS AND ABILITIES	• Competence in staff deployment within predetermined rota patterns and against specifications to meet the individual needs of residents and Registered Care Centre users • Ability and willingness to achieve NVQ 4 in Health and Social Care or equivalent • Addressing the varied individual needs of service users and responding to the complex situations and emergencies which might arise • Staff management skills to supervise and lead a team of carers, encouraging a customer conscious approach to addressing the needs of service users and satisfying the objectives of Care Plans • Staff recruitment and selection skills and ability to identify and address staff training and development needs • Promote user involvement in improving the quality and delivery of person-centred services • Good communication and interpersonal skills including report writing • Ability to travel across a wide geographical area in a timely and flexible manner at various times of the day. • Ability and commitment to support the Directorates Equality and Diversity Policy Statement which is an integral part of the Directorates service delivery and relationship with the client to respect people as individuals regardless of age, ethnic origin, cultural values, disability, gender, sexual orientation or religion
KNOWLEDGE	• A good knowledge and understanding of the needs, management and planning for older people, including recuperative care and care of older people with dementia. – Putting People First. • Understanding of staff supervision processes and their application • Mental Capacity Act • Care Standards Act • Relevant Health & Safety legislation • A good knowledge and understanding of Government

	legislation and initiative e.g. Transformation of Social Care to deliver Person Centred Planning etc. • Awareness of and compliance with equality policy, procedure and legislation
KENT VALUES AND CULTURAL ATTRIBUTES	**Kent Values:** • We are **brave.** We do the right thing, we accept and offer challenge • We are **curious** to innovate and improve • We are **compassionate**, understanding and respectful to all • We are **strong together** by sharing knowledge • We are all **responsible** for the difference we make Our values enable us to build a culture that is: **Flexible/agile** - willing to take (calculated) risks and want people that are flexible and agile **Curious** - constantly learning and evolving **Compassionate and Inclusive** - compassionate, understanding and respectful to all **Working Together** - building and delivering for the best interests of Kent **Empowering -** Our people take accountability for their decisions and actions **Externally Focused** - Residents, families and communities at the heart of decision making