

Kent County Council

Job Description: *Team Leader*

Directorate:	Adult Social Care and Health
Unit/Section:	Older People Service Provision
Grade:	KR7
Responsible to:	Registered Manager

Purpose of the Job:

Managing and leading a team of staff in Registered Care Centre, including the allocation of tasks to meet the needs of individual people we support and their carers. Provide short stay, residential and day care services. Generally, assist the Deputy Managers and Registered Manager to provide high quality care and maintain a customer friendly service.

Main duties and responsibilities:

- Manage and lead all staff ensuring they 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 Regulator.
- Take specific responsibility for people we support to assess and support them with their individualised plan of care and ensuring all goals are met.
- Strengthen and develop links with colleagues and all health professionals to maximise cooperation to the benefit of people we support and their families. To participate and plan for MDT.
- Manage and supervise a team of staff to ensure that the requirements of the Care Plan and professional standards are maintained.
- Assist in the recruitment, selection, induction, motivation and development of staff to ensure the continued existence of an effective staff group are able to meet the changing demands of the service and committed to that aim.
- Promote a person-centered culture in the Registered Care Centre.
- Support the Registered Manager in the arrangements to ensure a safe and cost-effective service.
- Encourage, ensure and monitor user participation in the day to day running of services.
- To ensure that service users are supported and encouraged in the range of culturally valued and meaningful activities.
- To understand the processes and procedures of the service in all emergency situations and to activate the emergency plan when required.
- To manage the security and safety of the service out of hours.

- Managing and reporting any safeguarding issues that arise in line with the procedure and notifying the regulator in line with current regulations.
- Managing all admissions and discharges in line with procedure's.
- Distribute and supervise the distribution of medication, ensuring that the distribution is properly recorded, as prescribed and authorised by the lead professional in accordance with received training, agreed procedures and practice i.e. KCC's Medication Policy and the client care program. To ensure risk assessments are maintained and reviewed and audits are completed and actioned.
- Ensure that all records are appropriately maintained and acted upon to ensure the individuals needs are met.
- Escalate using their professional judgment in seeking guidance from the manager on call.
- Ensure care practice promotes equalities which recognises and encourages anti discriminatory behaviour, respecting confidentiality of information, recognition of client rights and choice and respect of personal beliefs.
- To provide the team with regular one to one meeting setting goals and actions, annual action / development plans. Ensuring all training needs are met and addressed first level performance and disciplinary issues.
- To take responsibility for the defined audits provided by the Deputy Managers and Registered Managers and to provide information back.

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.

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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	<ul style="list-style-type: none">• Diploma level 3 in Adult Care or equivalent
EXPERIENCE	<ul style="list-style-type: none">• Substantial experience of working with people, older people• Experience and knowledge with leading teams of staff preferably in a social/ health related setting
SKILLS AND ABILITIES	<ul style="list-style-type: none">• 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 diploma level 5 in adult 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• Support with 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• Ability to maintain records• Ability to travel across a wide geographical area in a timely and flexible manner at various times of the day
KNOWLEDGE	<ul style="list-style-type: none">• A good knowledge and understanding of the needs, management and planning for older people• Understanding, managing staff• An understanding of regulated activities

KENT VALUES AND CULTURAL ATTRIBUTES	<p>Kent Values:</p> <ul style="list-style-type: none"> • 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 <p>Our values enable us to build a culture that is:</p> <p>Flexible/agile - willing to take (calculated) risks and want people that are flexible and agile</p> <p>Curious - constantly learning and evolving</p> <p>Compassionate and Inclusive - compassionate, understanding and respectful to all</p> <p>Working Together - building and delivering for the best interests of Kent</p> <p>Empowering - Our people take accountability for their decisions and actions</p> <p>Externally Focused - Residents, families and communities at the heart of decision making</p>
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