

## Kent County Council

### Job Description: *Team Leader*

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**Directorate:** Adult Social Care and Health  
**Unit/Section:** Older People Service Provision  
**Grade:** KR7  
**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 Care 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, 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 Care Plan and professional standards are maintained.
- Assist in the recruitment, selection, motivation and development of staff to ensure the continued existence of an effective staff group, able to meet the changing demands of the service and committed to that aim.
- 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 his/her 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*

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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.

	<b>CRITERIA</b>
<b>QUALIFICATIONS</b>	<p>NVQ 3 in Health and Social Care or a first Level Nursing; Social Care or Occupational Therapy qualification or equivalent</p> <p>NVQ 3 in Supervisory Management or equivalent</p>
<b>EXPERIENCE</b>	<p>Substantial experience of working with older people, including in a rehabilitative or mental health setting.</p> <p>Experience of influencing the quality of care delivery</p> <p>Supervisory experience in a social care setting</p>
<b>SKILLS AND ABILITIES</b>	<p>Competence in staff deployment within predetermined rota patterns and against specifications to meet the individual needs of residents and Registered Care Centre users</p> <p>Ability and willingness to achieve NVQ 4 in Health and Social Care or equivalent</p> <p>Addressing the varied individual needs of service users and responding to the complex situations and emergencies which might arise</p> <p>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</p> <p>Staff recruitment and selection skills and ability to identify and address staff training and development needs</p> <p>Promote user involvement in improving the quality and delivery of person centred services</p> <p>Good communication and interpersonal skills including report writing</p> <p>Ability to travel across a wide geographical area in a timely and flexible manner at various times of the day.</p>
<b>KNOWLEDGE</b>	<p>A good knowledge and understanding of the needs, management and planning for older people, including recuperative care and care of older people with dementia.</p> <p>Understanding of staff supervision processes and their application</p> <p>Mental Capacity Act</p> <p>Care Standards Act</p> <p>Relevant Health &amp; Safety legislation</p>

<b>BEHAVIOURS AND KENT VALUES</b>	<b>Kent Values:</b>  <b>Open</b>  <b>Invite Contribution and Challenge</b>  <b>Accountable</b>
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