

# Job Description and Person Specification

## Team Leader

Job Details	
Grade	5
Service	Provider Services
Location	Eric Williams House
Job Evaluation Code	Y5049D

Coventry City Council Values
<p>We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:</p> <p><b>Open and fair:</b> We are open, fair and transparent.</p> <p><b>Nurture and develop:</b> We encourage a culture where everyone is supported to do and be the best they can be.</p> <p><b>Engage and empower:</b> We engage with our residents and empower our employees to enable them to do the right thing.</p> <p><b>Create and innovate:</b> We embrace new ways of working to continuously improve the services we offer.</p> <p><b>Own and be accountable:</b> We work together to make the right decisions and deliver the best services for our residents.</p> <p><b>Value and respect:</b> We put diversity and inclusion at the heart of all we do.</p>

Job Purpose
<p>As part of the Senior Management Team, to supervise and work with a group of staff, deploying resources to ensure that the individual needs of service users, living with dementia, are met within a supportive and homely environment.</p>

Main Duties & Key Accountabilities
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Act as delegated Duty Officer to ensure the effective running of the home on a day-to-day basis including the maintenance of staffing rotas in the absence of the Manager/Assistant Manager.

2. Act as a Role Model of high quality care practice while monitoring the practice of staff and taking remedial action when necessary to ensure that expected standards of practice and conduct are maintained. Coach, guide and develop staff in delivering a high quality service.
3. Ensure that the rights of individual service users are upheld and promoted at all times, assuring the principles of choice, dignity, respect, privacy, empowerment and fulfilment.
4. Provide direct personal care to service users, including physical assistance as required to ensure the maximum well-being of each individual.
5. Ensure that care plans are formulated involving service users, staff and relevant others, that these are revised as needs change and that care staff are working to the current care plan.
6. Undertake report writing on individual service users, and supervise and support other staff in writing daily reports and other reports where agreed. Arrange, organise and, as necessary, chair reviews involving individual service users and liaising effectively with others.
7. Liaise effectively with outside agencies and other professionals and to attend and assist GPs, DNs, CPNs, when visiting the establishment. Ensure service users' health needs are met through appropriate reporting and recording procedures. Control and administer medication as prescribed in accordance with Social Services Care and ensure that staff follow these procedures.
8. Administer finance in accordance with Departmental Financial Control Procedures, ensuring that appropriate procedures are followed.
9. Undertake individual and group supervision for a designated group of staff. Keep appropriate records and assist the Manager in identifying and meeting the developmental needs of individuals and the staff team, including the delivery of effective induction to new starters.
10. Ensure a safe working and living environment in accordance with Health and Safety requirements, reporting accidents, defects and repairs promptly to the appropriate person or agency and participate in the Risk Assessment Process.
11. Ensure effective communication within the establishment and participate in the briefing system. Take responsibility for delivering both written and verbal handovers.
12. Participate in senior staff meetings and contribute towards the aims and objectives of the establishment and arrange, organise and chair staff meetings as appropriate.
13. Demonstrate a commitment to personal development of self and others and to attend training sessions to meet identified learning needs.
14. Participate in the management staff rota as required by the needs of the home, undertaking sleeping-in duties and covering for other senior staff in their absence.

15. Ensure that Corporate, Departmental and Social Services Care policies and procedures are adhered to at all times.
16. Participate in the recruitment process as appropriate.
17. Undertake any other duties that fall within the scope of the role that may be required.
18. Any other duties and responsibilities within the range of the salary grade.

### Key Relationships

External:	Care Quality Commission Range of service via NHS Age UK Contractors Police / Fire Services Service Users Next of Kins	Internal:	Commissioning Social work Team Human Resources Maintenance Team Brokerage Team
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### Standard Information

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies. Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

#### Training

The postholder must attend any training and undertake any development activities that are identified as mandatory/beneficial to their role.

### Responsible for

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Person Specification	
Requirements	
Knowledge	<ul style="list-style-type: none"> <li>• High quality care practice and the underpinning principles.</li> <li>• Departmental policies and procedures.</li> <li>• Relevant health and safety issues.</li> <li>• Effective care planning processes.</li> <li>• Equal opportunities issues.</li> </ul>
Skills And Ability	<ul style="list-style-type: none"> <li>• Written and verbal communication skills.</li> <li>• Able to write reports.</li> <li>• Able to lead staff and work as part of a team.</li> <li>• Able to act as a role model of care practice, and coach, guide and develop others.</li> <li>• Able to plan and chair review meetings.</li> <li>• Able to build and maintain effective relationships with other agencies.</li> <li>• Able to deal effectively with conflict and challenging situations.</li> <li>• Able to take responsibility and work on own initiative.</li> <li>• Able to act as a supervisor to individuals and groups.</li> <li>• Able to contribute to service, staff development and business plans.</li> <li>• Able to monitor care practice against set standards.</li> <li>• Able to work under pressure.</li> <li>• Able to operate effective administrative systems including finance.</li> </ul>
Experience	<ul style="list-style-type: none"> <li>• Working with older people.</li> <li>• Working with people living with dementia</li> </ul>
Qualification	<ul style="list-style-type: none"> <li>• NVQ level 3 required</li> </ul>
Special Requirements	<ul style="list-style-type: none"> <li>• This post is exempted under the Rehabilitation of Offenders Act 1974 and as such appointment to this post will be conditional upon the receipt of a satisfactory response to a check of police records via Disclosure and Barring Service (DBS).</li> </ul>

Declaration			
Reviewed/Created By:	Terri Hallinan		
Job Title:	Unit Manager	Date:	June 25