

Job Title:	Team Leader	Position Type: i.e: full-time, part-time	Full-time
Company:	Meridian Health & Social Care	Location:	TBC
Department: (if applicable)	N/A	Telephone:	N/A
Reports to: Solid-Line Manager(s)	Branch Manager	Dotted Line- Manager(s)	Care Service Manager
Job Description			
<p>Whilst every effort has been made to outline the main duties and responsibilities of the post, it should be remembered that a document such as this does not permit every item to be specified in detail. Broad headings therefore may have been used; in which case all usual associated routines are naturally included in this job description.</p> <p>Staff should not refuse to undertake duties not specified below but should record additional duties they feel need specific recognition. These will then be considered during supervision and again during annual appraisal.</p> <p>Job Summary</p> <p>The Team Leader role requires candidates that can promote a high-quality service, which promotes independence and choice to our service users enabling them to reach the optimum level of independence whilst living in their own home.</p> <p>They should be able to manage and provide relevant support to the care team and have excellent communication skills and work well under pressure. They should be professional, polite and attentive, whilst also being accurate and should be able to represent the business at a senior level, both internally and externally.</p> <p>The candidate for this position will, always, act in such a manner as to justify public trust and confidence. They will play an essential role in the company, helping to enhance the good standing and reputation of the company and to serve in the best interests of individual clients.</p> <p>This position comes with the potential of further career development as well as interesting and satisfying professional challenges.</p> <p>Job Responsibilities</p> <ul style="list-style-type: none"> • To promote continuing improvement in service quality. • To provide competent advice and expertise to both care workers and service users. • Ensure new files are set up with the relevant documentation prior to the commencement of a new service. • To provide direct (hands on) care when required to support the establishment of new packages or to provide cover for absent carers. 			

- Ensure all Service Users receive a weekly rota with names and times when staff will be covering their calls. Notifying Service Users of any changes to their weekly rota.
- Ensure all Health & Safety procedures are implemented, monitored and reviewed.
- Ensure that the Company Policies and Procedures are available to all employees and are adhered too.
- Ensure all staff recruitment and selection, poor performance, sickness, absence and conduct issues are dealt with consistently and effectively, according to the Company's Policies and Procedures.
- Ensure all disciplinary and grievance issues are dealt with promptly and in accordance with the Company's policy and procedure. Carry out investigations and participate in hearings as required.
- To support the Branch Manager and Care Coordinators in the recruitment and selection of domiciliary care staff. Ensure all newly recruited care staff complete their induction training, ensuring competencies of all relevant paperwork.
- To take part on a rota basis in the local support of our out of hours service.
- To liaise with the Care Coordinator on all aspects of the service including, care packages and staffing issues.
- Conduct regular supervision sessions with care workers, completing relevant documentation and addressing matters arising appropriately.
- To liaise with the service user, their families, social workers, GPs, CPNs, District Nurses and other key people regarding any care packages, ensuring their awareness is raised to any change of circumstance and/or to the initial assessments/care packages.
- To be responsible for undertaking emergency first visits, including initial risk assessments.
- To deputise for Care Coordinators as required.
- Report any concerns to the Care Coordinator regarding Health and Safety at work.
- To deal promptly and appropriately with any complaints received.
- To participate in any managers/staff meetings putting items forward for the agenda.

Training and Development of Staff

- To ensure that all staff are trained to the standards required and competent to provide the quality care required by individual service users.
- To complete the induction process for all care staff arranging shadow shifts, monitoring visits etc.
- Ensure all relevant updates are in line with CQC standards and recommendations.
- Liaise with the staff team, raising awareness of new procedures, training requirements and the development of Services.

Special instructions

- To undertake the duties of the job in accordance with relevant legislative requirements, including health & safety.
- To respect always the confidential nature of the company's work.
- To undertake training which is appropriate and deemed necessary to the post in order to enhance skills and service delivery (e.g NVQ's in care or equivalent).
- To be flexible in your approach to meet the needs of the service.
- To maintain an awareness of current instructions issued orally or in writing.

Job Skills, Qualifications & Education Requirements**Required**

- Must hold or be working towards a Level 2/3 in Health & Social Care.
- At least 2 years' experience in a care setting.
- Experience with a good track record of business relationship management within a Public Sector.
- Proven track record in using computerised scheduling systems such as Cold Harbour and CM2000 or similar.

Knowledge

- Proven track record in managing resources.
- Proven leadership, interpersonal and communication skills.
- Sound and robust ICT skills and knowledge.
- Knowledge and experience within the care sector.

Additional Requirements

- Enhanced DBS Disclosure (if subscribed to the DBS Update Service)
- Evidence of ETW in the UK
- Travelling will be required with this position
- Out of Hours working will be required with this position, in line with business requirements
- On-Call availability will be required at the start of the role but this may change and be amended in line with business requirements

Notes

Meridian Health & Social Care reserves the right to alter the content of this job description, after consultation to reflect changes to the job or services provided, without altering the general character or level of responsibility.

The duties described in this job description must be carried out in a manner, which promotes equality of opportunity, dignity and due respect for all employees and service users and is consistent with the company's Equal Opportunities Policy.

Meridian Health & Social Care is an Equal Opportunities employer and as such our philosophy is to promote a fair and professional working environment for all our employees.

As an employee you have responsibility for the successful application of our Equal Opportunities Policy:

- By not discriminating in the course of your employment against fellow employees, service users or any other person you come into contact within the course of your work.
- By not inducing or attempting to induce others to practice unlawful discrimination.
- By challenging and managing any member of staff who demonstrates any form of discriminatory practice. This includes utilising the Company's Disciplinary Policy.
- By bringing to the attention of management discriminatory acts or practices.

This job description is intended to illustrate the range and scope of the role, it is not an exhaustive or exclusive list of the duties. The post holder may be required to undertake other duties consistent with the levels of opportunity and competency for the post as described above.

Name of Applicant (please print)		Name of Manager	
Signature of Applicant		Signature of Manager	
Date		Date	