

JOB DESCRIPTION

Title: Care Team Leader

Responsible To: Assistant Care Home Manager

Responsible For: Daily work and organisation of the Care Teams

Overall Purpose:

Under the general supervision of your Line Manager, to carry out all responsibilities in a way which respects the rights and dignity of the individual and promotes independence.

To work in accordance with the aims and objectives of the Home and the principles and practice in Care Homes for Older People as outlined by the CHS Group.

To run the shift and manage the daily work and organisation of individuals within the Care Teams.

1.0 Supervising Others:

- 1.1 To organise and manage the daily work load of members of the Care Teams, ensuring that qualified Care Assistants are allocated to work with less experienced team members.
- 1.2 To promote effective teamwork to ensure that team objectives are met.
- 1.3 To organise breaks, adhering to the appropriate procedure and to ensure that employees sign in and out appropriately.
- 1.4 To check rotas and take appropriate action on a daily basis to ensure that the Care Home is adequately staffed.
- 1.5 To take part in monitoring, or auditing systems of work in order to meet quality assurance targets.
- 1.6 To be responsible for ensuring that the key worker system is fully operational and that the care team maintain and update all written records as appropriate.
- 1.7 To have a role in training, or mentoring other employees in order to promote a culture of quality assurance and continually improving standards of care, including ensuring that a member of the Home's Management Team is made aware of identified training needs for members of the Care Teams in a timely fashion. To plan and carry out one to one supervision meetings and annual appraisals with carers as allocated by the Care Home Manager.
- 1.8 To undertake 'return to work' interviews and complete the associated documentation in respect of employees (other than the Management Team) returning from sickness absence.

2.0 Physical Care:

- 2.1 To assist residents who need help with physical tasks such as dressing, undressing, washing, shaving, bathing, toileting, eating and drinking, etc as recorded on care plans.
- 2.2 To respond to call bells and emergencies appropriately and to involve a member of the Care Home Management Team as applicable.
- 2.3 To administer and accurately record medication in accordance with CHS policy guidelines.
- 2.4 To assist residents with mobility problems and promote the use and care of aids and personal equipment as recommended by relevant health care professionals.
- 2.5 To care for residents who are temporarily unwell.
- 2.6 To apply minor dressings as necessary.
- 2.7 To help promote continence through implementing toileting programmes as per care plans, emptying and cleaning used commodes, catheter care, etc
- 2.8 To help care for residents who are terminally ill and to ensure that they are comforted and their dignity is maintained
- 2.9 To ensure that the correct procedures are adhered to following the death of a resident
- 2.10 Support residents who are awake, encourage and involve them in activities

3.0 Meeting Social and Spiritual Needs:

- 3.1 To talk to residents, help and encourage them to maintain contact with family, friends and community organisations
- 3.2 To help residents maintain contact with their churches/places of worship, and to ensure that their religious needs are catered for
- 3.3 To help with activities and encourage hobbies and interests

4.0 Care of Residents, their Possessions and Equipment

- 4.1 To act as a key worker to an agreed number of residents.
- 4.2 To complete the pre-admission care plan and in conjunction with residents and relatives review on a monthly basis and ensure that up to date records are maintained.
- 4.3 To communicate effectively with multi-disciplinary teams (i.e. social services, health professionals) and potential residents and their relatives.
- 4.4 To monitor residents' satisfaction with meals and record appropriately.

- 4.5 To make and change beds as necessary and to help residents tidy their rooms in accordance with their wishes.
- 4.6 To report to a member of the Care Home Management Team any defects in equipment or the building.
- 4.7 To check and clean all equipment used, as required (e.g. wheel chairs, walking frames, bath hoists, commodes, etc)

5.0 Miscellaneous:

- 5.1 To give and receive effective handovers as each shift changes to ensure continuity of communication and customer focused care.
- 5.2 To read and write notes concerned with residents care, reports, records, residents diary sheets, contribute to care plans and other matters which need to be communicated between employees.
- 5.3 To answer the telephone if a member of the Care Home Management Team is not available. Also to answer the door, greet visitors and confirm identity, ensuring that the appropriate records are updated.
- 5.4 To use the computer to locate and print documents and to send emails.
- 5.5 To attend team meetings, supervision meetings and training sessions and to ensure that any training needs identified are met.
- 5.6 To carry out any other duties consistent with the nature and scale of the post as may be required from time to time including providing effective senior care support at other residential homes owned by the CHS Group.
- 5.7 To comply with CHS's Schedule One Policy and Procedure (Housing Act 1996) relating to any possible conflict of interest relating to the business of CHS.
- 5.8 To comply with the CHS Group Health and Safety Policy and contribute to good health and safety practice.
- 5.9 To comply with the CHS Equality and Diversity Policy Statement, actively seeking opportunities to recognise the value of diversity and ensure equality of opportunity in services delivered.
- 5.10 To comply with all aspects of the CHS Code of Conduct and CHS behaviours
- 5.11 To participate in the quality assurance strategy to ensure that agreed high standards of care are always met

Behaviours:

Communication – takes steps to keep others informed about what they need to know
Keeps people properly informed
Listens to comments that people make and takes them into account when communicating to groups or individuals
Conducts regular reviews of the opinions of all stakeholders

Customer Focus – seeks to understand the needs of internal and external customers and aims to exceed these consistently
Listens to and understands what customers have to say
Passes on relevant comments to the appropriate person when does not have the authority to handle the matter themselves
Ensures that team members know what is expected of them in regard to customers

Developing Others – uses all available resources to develop people so that everyone can achieve their full potential
Passes on the knowledge and skills learned to others who need to acquire them
Encourages others to apply new things that they have learned
Identifies the development needs of individual team members

Flexible and Adaptable – adopts a practical approach to achieve the required results
Looks for the benefits and ways a new idea might work before identifying potential problems
Understands the strengths and preferences of individuals within the team and makes the best use of them
Periodically reviews the practices and procedures for which responsible to see whether they are still appropriate

Teamwork – works effectively with others and ensures team objectives are met
Shows understanding of colleagues when they are under pressure
Acknowledges the good things others do
Is alert to and deals with current and potential conflicts within the team

As the needs of the organisation change rapidly, this role will change accordingly, therefore this document should be viewed as guidelines which are subject to change