

PERSON SPECIFICATION

Post: Care Team Leader

Section: Residential Home or Extra Care Service

Written by: Denise Taylor

Date: reviewed Sept 2011

Minimum essential requirements	application interview test
Knowledge:	
1. An understanding of the needs of frail older people, including those with dementia.	A & I
2. A knowledge of the Care Standards Act 2000, as they relate to older people.	I
3. Up to date knowledge of legislative requirements relating to Health and Safety, Fire Safety and Food Safety.	A & I
4. Knowledge of how to involve residents in the decision-making regarding service delivery.	I
5. An understanding of the importance of constructive criticism and praise in helping employees develop	I
6. An understanding of regulation and inspection of services, including the role of the Care Quality Commission	A & I
Skills:	
1. Ability to plan and organise own work-load effectively and to ensure that routine tasks are carried out promptly	A
2. Ability to performance manage a small team	A & I
3. Ability to manage the daily work plan of others and provide effective direction and coaching	I
4. Ability to take clear messages on behalf of other members of the team	I
5. Ability to communicate appropriately with a wide range of people, including residents, their families and friends, colleagues within the CHS group and social healthcare professionals	A & I
6. Ability to identify with the needs of older people	A
7. Ability to motivate others to work to a high standard, delivering effective, customer focused care at all times	A & I
8. Ability to keep accurate records, including medication records, care plans and risk assessments	A & I
9. Computer literate	A

Experience:	
1. Managing others or the ability to learn how to manage others	A & I
2. Transferable life experience	A & I
Behaviours: are all tested at interview	
<p>1. <i>Communication</i> – takes steps to keep others informed about what they need to know</p> <ul style="list-style-type: none"> ▪ 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 <p>2. <i>Customer Focus</i> – seeks to understand the needs of internal and external customers and aims to exceed these consistently</p> <ul style="list-style-type: none"> ▪ 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 <p>3. <i>Developing Others</i> – uses all available resources to develop people so that everyone can achieve their full potential</p> <ul style="list-style-type: none"> ▪ 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 <p>4. <i>Flexible and Adaptable</i> – adopts a practical approach to achieve the required results</p> <ul style="list-style-type: none"> ▪ 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 <p>5. <i>Teamwork</i> – works effectively with others and ensures team objectives are met</p> <ul style="list-style-type: none"> ▪ 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 	
Qualifications / Training:	
1. NVQ Level 3 in Health and Social Care, or NVQ Level 2 in Health and Social Care and the ability and willingness to attain Level 3	A & I
Special requirements:	
1. The post holder must maintain satisfactory enhanced Criminal Records Bureau disclosures	A
2. The post holder must be eligible to work in the UK	A
The post holder must be able to drive / have access to transport, as the role may be required to provide a service at any of the CHS Group's residential / extra care schemes	A & I

