

Team Leader

Reports to: Service Manager

Responsible for: Care Assistants and Relief Care Assistants

Role purpose

As an Orwell Team Leader, you will be highly motivated and enthusiastic and work alongside the Registered Manager to help manage the day-to-day running of our Extra Care service. You will lead on advising and motivating a care team to ensure that we provide the best possible service to our customers.

No two days will be the same and you will receive the learning and development you need to thrive in Orwell.

Role Scope

To meet new customers and assess what care and support they need working with other agencies

To be a leader in the service and empower the team members in everything they do

Contribute to recruitment and induction of new members of the care team

To provide regular reviews with customers and other professionals and to be able to develop care plans and setting up packages of care

To provide workshops and awareness sessions on varying aspects of care provision alongside competency checks

To provide one to one support including supervision, appraisals and reflective practice to team members

Key Responsibilities

You will be solutions focused and will deliver solutions and ideas that overcome the challenges faced by our customers and communities. You will adopt our Orwell values of P A C E.

People-focused – people are at the heart of our business. By recognising people's diverse needs and strengths and treating everyone fairly we can both serve our customers better and support our teams to run a brilliant business and improve services. We will work together as Team Orwell to achieve our ambitions.

Ambitious – we are ambitious to grow the organisation so that it can do more and realise the full potential of Orwell, our employees and those we support, care for and house.

Collaborative – we will work in partnership and search out best practice. We will collaborate with tenants, customers, colleagues and like-minded organisations to develop solutions together.

Effective – we will be economic and embed efficiency across our services ensuring we lead the way with our knowledge and expertise. We will ensure that our teams are committed and competent to be the best at what they do.

People-focused

You will;

- Promote Equality, Diversity, Fairness and Inclusion at all times.
- Promote a 'Team Orwell' culture across the organisation.
- Be alert to safeguarding concerns to ensure that the wellbeing and safety of adults, children and young people is promoted and protected. Where you have concerns you will use Orwell's policies and procedures to ensure that concerns are appropriately escalated to enable Orwell to fulfil its responsibility to keep people safe.
- Assist the Service Manager in the assessment of new prospective customers, current customers and customers being discharged from hospital.

- Ensure the service reflects a person-centred approach.
- Line manage Care Assistants and Relief Care Assistants, and ensure that all employees receive regular, good quality support and supervision and an annual review in accordance with Orwell's policy (this could be up to 15 people).
- Recruit and select employees and volunteers in conjunction with the Service Manager.
- Ensure that employees follow policies and procedures, and these are understood and implemented.
- In accordance with Orwell's policies, support the Service Manager with absence, capability and disciplinary issues in conjunction with the People team.
- Attend and contribute where necessary to allocation panel meetings and show prospective customers around the service and promote the service in the local community.
- Support the Service Manager with local care and medication quality audits and weekly checks within the service.
- Provide and deliver the team learning workshops relevant to aspects of individual care plans.
- Carry out regular competency checks with the team and support improvements where necessary.
- Regularly review customer care plans and risk assessments and update where required.
- Manage medication administration.

Ambitious

- Always look to expand your learning and undertake all training and development essential for this role.
- Identify areas for service improvements.
- Look to be person centred and remove task focused thinking in all that we do.
- Look for opportunities to develop our services that we offer including working with other health experts.
- Contribute towards Orwell's business plan objectives.

Collaborative

- Actively participate within the team, within team meetings and share ideas for service improvements.

- Be a resourceful team player who is solution focussed and able to share best practice and lessons learned for the benefit of the whole organisation.
- Ensure that you work in collaboration with our customers and recognise their expertise through their life experiences.
- Oversee the induction and training of new employees and volunteers and completion of care certificate
- Attend staff meetings, seminars and conferences under the direction of the Service Manager, some of which may not fall within normal working hours or may involve staying away overnight.
- Attend and participate in relevant mandatory training courses which have been identified as statutory or essential for your role and keep up to date with legislation and best practice.
- Update the training matrix and any other relevant training courses as required for your team.
- Be responsible for monitoring your own training compliance in conjunction with the training matrix.
- Attend individual support and supervision with your manager.
- Instil and embed company loyalty and commitment in their teams.

Effective

- Comply with Orwell's Health & Safety policy and carry out activities in a safe manner.
- Comply with the Health and Social Care Act and CQC Fundamental standards and support the manager in any CQC inspection.
- Support and embed the Value for Money Strategy and seek to proactively improve value for money in your area of work.
- Support and embed the risk management and internal controls framework and seek to proactively mitigate the actual and perceived risks in your area of work.
- Adhere to Orwell's policies and procedures that relate to your role and service.
- Comply within Data Protection and GDPR legislation and best practice.
- Keep professional knowledge up to date in all areas relating to Older Persons care provision.
- Comply with Orwell's lone working policy and risk assessment and report any issues to your Service Manager.
- Ensure own targets are completed.
- Understand and actively promote Orwell's standards and ethics to colleagues and others outside the organisation.

- Keep people informed of progress on key tasks.
- Plan and organise workloads for yourself and other team members.
- Look for and suggest ways to improve current working practices.
- Regularly review care routes and rotas for consistency of service and ensure adequate staffing levels with the Service Manager.
- Implement (in the absence of Service Manager) emergency procedures and business continuity plan.
- Take the leading role of care management in the absence of the Service Manager.
- Participate in the 'On Call' rota.
- Ability to move to other schemes in an emergency.

Person Specification – Team Leader

Qualifications

Level 3 in Health and Social care or above

Supervisory qualification or commitment to achieve within 18 – 24 months

Experience

Proven relevant work experience with older persons

Previous experience of working in a care setting for vulnerable people

Previous experience of working alongside vulnerable customers

Experience in supporting end of life care within the setting

Knowledge

Understanding of the CQC fundamental standards and how these relate to the role

Skills

Work as part of a team,
Communicate effectively both orally and in writing
Take responsibility, think clearly and act quickly in a crisis
Maintain accurate records
Be open to and participate in change
Assess users' needs and participate in the implementation and evaluation of care plans

Attributes

Take pride in delivering high quality care services
Confident to lone work but use own initiative where needed
Obtains and uses necessary information to make decisions
Be open to new ideas and listen to others point of views
Reflective in day to day work
Accepts responsibility for mistakes and learns from them.
Challenge poor practice or unethical behaviours within the workplace.
Is punctual and reliable
Takes ownership for delivery of their own work
Understands the business of the organisation including its vision and values
Demonstrates the organisation's values in being open and honest with customers and others
Is committed to the organisation's standards
Is flexible to meet the needs of customers and the organisation
Uses own knowledge and expertise to develop new ways of working
Demonstrates high personal standards as an example to others
Considers impact of own actions on others