Shift Leader

Reports to: Deputy Care Manager

Responsible for: Care Assistants and Relief Care Assistants

Role purpose

As an Orwell Shift Leader, you will be highly motivated and enthusiastic and work alongside the Deputy Care Manager and Registered Manager to support 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

- **Support the team with shift plans and rota management**
- **Be a leader in the service and empower the team members in everything they do, acting as a best practice role model**
- **Act as a champion for our customers and team. You'll help to create a happy, homely atmosphere**
- **Liaise with GP's and social workers where needed for customers**
- **Complete staff competencies for medication, practice observations, random spot checks and review daily medication administration.**
- **Support with ordering/collection of medication for customers**

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.
- Operate as a Leader within Orwell, working well with others and providing guidance, training and assistance.
- Effectively recruit, onboard and develop people through sharing expertise and carrying out regular reviews.
- Ensure shifts are covered and any rota changes implemented.
- Assist the management team with day-to-day support for current customers and customers being discharged from hospital.

- Ensure the service reflects a person-centred approach.
- Support the day to day running of a shift with Care Assistants and Relief Care Assistants, and complete regular competency and practice checks.
- Ensure that employees follow policies and procedures, and these are understood and implemented.
- Support the management team with local care and medication quality audits and weekly practice observation checks with care staff.
- Review handover documentation and act on any issues.
- Ensure customers have the correct medication available, this could include ordering, returning and delivering.
- Provide information to the team on any new customers.
- Support the management team with developing care documentation including risk assessments and care plans for customers.
- Provide all aspects of personal care and hygiene to our customers as needed on the day-to-day shifts.

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.
- Support with induction for new employees and volunteers.

- Support with observations and practice for completion of care certificate where needed.
- Attend staff meetings and handovers.
- 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.
- Be responsible for monitoring your own training compliance in conjunction with the training matrix.
- Attend individual support and supervision with your manger.
- 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 day to day shift tasks 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.
- Implement in the absence of Service Manager emergency procedures.
- Take the leading role of care management in the absence of the management team.

Person Specification – Shift Leader

Qualifications
Level 2 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
Experience in leading

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