

**JOB DESCRIPTION**

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| **Job Title** | **Location** |
| Team Leader | Croft Communities- Supported Living Service |
| **Accountable to** |
| Registered Manager |
| **Purpose of the Job** |
| Croft Communities provide Supported Living support to adults with learning disabilities. The Team Leader is part of the management team at Croft Communities and will support the Deputy Manager / Registered Manager to meet the Domiciliary Care Agencies Regulations (Northern Ireland) 2007 and the DHSS&PS Domiciliary Care Agency Minimum Standards.They will ensure the NIHE “Supporting People” contractual requirements and standards are met and maintained. The Team Leader will support the Deputy Manager and the Registered Manager to develop and implement personalised care/support plans and individual risk assessments to meet individual needs. They will support the Deputy Manager and the Registered Manager to ensure the delivery of quality care and support.The Team leader would assist service users with activities of daily living and facilitate inclusion of service users in a broad range of activities.The role requires participation in the delivery of person-centred care, including personal care and promotion of a team approach at all times with positive and constructive working relationships for the benefit of the service user. Team leaders will also support with the management of budgets and resources effectively. The Team Leader will mentor and supervise the Support team. Team leaders must be available to work flexibly and be available to work unsociable hours and public holidays on a rotational basis, including sleep-ins.  |
| **Salary/ Hourly Rate** | **Hours of Work** |
| £11.88 per hour & sleep in rate (£50.00 per sleep in) |  37 hours per weekFlexibility is required to ensure the needs of the service are met. Team Leaders must be available to work unsociable hours and on public holidays on a rotational basis. Working patterns can be discussed.  |
| **Closing Date** | **Length of Contract** |
| 4th October 2023 at 10am | Permanent  |

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| **Our Benefits** |
| **We are currently offering a Welcome Bonus totalling £500: The bonus will be £250 on successful completion of 6 months’ service and a further £250 on the first anniversary totalling £500.*** Annual Leave 6.4 weeks in each leave year (inclusive of public and bank holidays). This increases with length of service, up to 33 days per year.
* Paid breaks
* Parking
* Tea and coffee available
* Paid annual NISCC registration fees
* Commitment to development of employees through paid training and learning opportunities, including QCF qualifications.
* Auto-enrolment pension scheme, 5% employee contribution and 3% employer contribution
* Occupational Sick Pay (20 days full pay after 2 years’ service)
* Employee Assistance Programme including access to 24/7 Doctors support
* Health Cashback Scheme
* Special offers at over 600 leading high street and online retailers
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| **Our Vision, Mission and Values** |
| **Our Vision** is an inclusive society for all.**Our Mission** Empower adults with learning disabilities to live fulfilling lives within the local community. **Our Values** are Collaboration, Equality, Dignity, Achievement, Resilience. |

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| **Key Duties and Responsibilities** |
| **The Job*** Delegating personal care and housing support tasks as per service user requirements and ensuring that these are carried out to the acceptable standards.
* Ensure staff provide support that follows service user’s care plans and support plans
* Managing staff team to ensure the health safety and wellbeing of service users, staff and others
* Fulfilling the role of the person in charge of a shift in the absence of the Deputy Manager and the Registered Manager.
* Ensure that all service users are supported as individuals
* To be competent in all areas of practice and ensure that knowledge is current, and evidence based
* Provide support, direction and supervision to the support workers and act as a role model at all times.
* Take the lead on ensuring all support workers are competent and report any concerns to the line manager.
* Ensure that service user personal centred plans are maintained in line with Croft Communities Record Keeping principles and guide support staff on how to maintain a high standard of such.
* Act as an advocate for service users’ putting their best interests first and foremost whilst ensuring the health and safety of all who receive and deliver services.
* Demonstrate a caring attitude always for both service users and colleagues.

**Internal Processes*** Lead the shift and support staff to follow service users care and support plans
* Ensure a well led service and promote positive team working at all times
* Address any service, staff related or service user issues in a timely manner in adherence with Croft Communities policy and procedures.
* Effectively report on any deficits within rotas that could impact negatively on the operational running of the service.
* Ensure documentation is recorded accurately and appropriately in compliance with Croft Communities requirements and that records made, and personal information used are in compliance with the Data Protection Act and GDPR Requirements.
* Develop the staff team in contributing to the writing, implementing and reviewing of support plans which reflect the interests and wishes of the individual service user.
* Ensure budgetary compliance in relation to use of resources for example, the delivery of commissioned hours, use of agency staff, management of petty cash and service resources.

**Service Users*** Support service users through their process of transition and take on key working responsibilities.
* Get to know service users, their needs and interests.
* Overall responsibility for the day to day running of the house in which you are leading.
* Lead and support the staff team to assist and encourage service users to make decisions based upon informed choice, recognising their responsibilities and increase independence.
* Assist service users with personal care and support tasks, such as washing, dressing, eating and using the toilet whilst maximising their independence.
* To support and assist service users with practical household tasks including cooking, shopping, housework and budgeting.
* Lead / oversee the implementation and evaluation of Care Plans and assessment by the staff team and review in order to address identified need.
* Work with colleagues and other health and social care professionals to provide individual care plans.
* Observe, monitor and record service user’s physical and emotional well-being and promptly report any changes to the Deputy Manager / Registered Manager.
* Be fully involved with statutory multidisciplinary teams and assist with assessment and review of service users’ needs.
* Assist in the safe moving and handling, transferring and repositioning of service users if required.
* Organise, chair and minute regular service user meetings.
* Promote and support relationships which enable individuals to integrate into the life of the local community.
* Work directly with service users in planning their holidays or short breaks and to accompany them as appropriate.
* Lead and support staff team to organise and support social and recreational activities for service users within their own home and community based.
* Assisting service users’ to establish, maintain and retain relationships with families, carers and significant others
* To accompany service users to medical appointments as required.
* To support service users with nutritional needs as per care plan i.e. following SALT recommendations.
* To administer prescribed medication in accordance with Croft Communities Medication Procedure.
* Record and report any Adverse Incidents/Accidents and potential or actual safeguarding concerns immediately to the Deputy Manager / Registered Manager
* Encourage service users’ opinions and suggestions to be listened to and their personal matters dealt with in a sensitive manner
* Take responsibility for receiving and receipting all service user monies and monitoring petty cash expenditure.
* To undertake driving duties as and when required which will enable the service users to attend their chosen work placements/day care and recreational activities.
* To work in partnership with staff within Croft Communities and external agencies to ensure delivery of a holistic service.
* To provide support to service users on a rota basis which will include on call support i.e. sleep-in duties and night awake as required.

**Administrative Tasks*** Ensure daily records of care provided are maintained within service user files and iPlanit, maintain all other records as required.
* Ensure effective communication systems are maintained and utilise current electronic recording system (iPlanit).
* Report any changes in, or concerns about, individual service users to the Deputy Manager / Registered Manager.
* Have responsibility for the accuracy, security and confidentiality of service user records
* Ensure unusual, complex or difficult situations are addressed and reported, referring to Deputy Manager or Registered Manager at all times
* Ensure all RQIA and other regulatory standards are adhered to and support all staff members through the inspection process.
* To follow Croft Communities Service User Finance Policy and Procedure at all times
* Support individual service users’ to manage their finances as per their finance plan
* Take responsibility for receiving and receipting all service user monies
* Take responsibility for receiving and receipting any allocated petty cash expenditure
* Understand and have an awareness of all Croft Communities Policies and Procedures and work within these.
* To attend meetings as required e.g. staff meetings, service user reviews, etc.
* To participate in all internal and external training opportunities as required.
* To participate in individual/group coaching and development as per Croft Communities policy and procedure.

**Health and Safety** * Be involved in the support of new or less experienced staff undertaking similar duties. Providing guidance in accordance with Croft Communities Policies and Procedures
* Work in a way that meets the statutory requirements of employees under Health and Safety at Work.
* Be aware of and act in accordance with Croft Communities Health and Safety Policy
* Conduct all activities in a manner which is safe to themselves and others
* Report the repairs or maintenance concerns or issues in the accommodation to the appropriate individual
* Participate in cleaning tasks to ensure standards are maintained.
* Complete security checks in conjunction with service users and during the span of their working hours

**General*** To undertake all mandatory training as required.
* To take the lead role in the induction process of new staff
* To provide leadership to the team acting as a positive role model at all times
* To provide direct supervision to support workers and coach and mentor staff
* Identify staff learning and development requirements based upon supervision and direct observation of individual staff member
* Take part in personal development as agreed through line manager and personal development plans
* Carry out other duties appropriate with the post
* To adhere to the Northern Ireland Social Care Standards of Conduct and Practice as well as meeting minimum standards of the Regulation Quality and Improvement Authority.
* To work within statutory and organisational Policies and Procedures.
* To carry out all duties and responsibilities in a respectful manner.
* Successful Registration with N. Ireland Social Care Council within 6 months of employment and with a commitment to retain and maintain registration throughout the duration of employment.
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*This Job Description is a general outline of the post as it is currently perceived by Croft Communities. It is not intended to be restrictive or definitive. Each member of staff will have an individual work plan agreed with them following appointment to the post, which is aligned to the organisation’s strategic plan. The responsibilities of the post may change in line with continuous improvements as Croft Communities aims to meet its vision and best respond to the needs of disabled people accessing our services.*

*This recruitment campaign will retain a reserve list for similar posts including fixed term, permanent, full time and part time.*

*The Cedar Foundation is an Equal Opportunity Employer.*



**PERSONAL SPECIFICATION**

***CRITERIA –*** *all applicants MUST be able to demonstrate either at short-listing or at interview all essential criteria listed below. Applicants should therefore make it clear on their application form whether or not they meet the required criteria. Failure to do so may result in you not being shortlisted. The stage in the process when the criteria will be measured is stated below.*

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| **Essential Criteria** |
| **Criteria** | **Assessment** |
| 1. | GCSE Maths and English A\*-C or equivalent  | Application Form/ Interview |
| 2. | Level 3 Diploma in Health and Social care or relevant equivalent  | Application Form/ Interview |
| 3. | Two years previous experience in a social care setting providing support/care. | Application Form/ Interview |
| 4. | Working knowledge of learning disabilities and associated needs. | Application Form/ Interview |
| 5. | Effective Communication and IT skills | Application Form/ Interview |

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| **Desirable Criteria** |
| **Criteria** | **Assessment** |  |
| 1. | Professional qualification in Social work, Nursing or Allied Health Professional qualification All applicants must be registered, or eligible to register at the time of appointment, on the appropriate part of their professional register (NISCC, NMC, HCPC) | Application Form/ Interview |  |
| 2. | RQF Health & Social care or willing to attain with Croft Communities  | Application Form/ Interview |  |
| 3. | Can demonstrate previous experience of working in Supported Living Context | Application Form/ Interview |  |
| 4. | Experience of supervising/coaching staff and co-ordinating provision of support and personal care | Application Form/ Interview |  |

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| **Values Competency** |
| **Criteria** | **Assessment** |
| 1.  | **Collaborative** working and the ability to work in a team to deliver our vision and strategic aims |  Interview / Probationary |
| 2. | Commitment to building a community that recognises **Equality** and **Diversity**  | Interview / Probationary |
| 3. | Ability to support service users to **Achieve** their full potential | Interview / Probationary |
| 4. | Committed to ensuring the provision of high quality person centered services. | Interview / Probationary |
| 5.  | Demonstrating **Resilience** to meet the objectives of the job | Interview/ Probationary |

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| **Conditions of Employment** |
| **Requirement** | **Assessment** |
| 1. | The right to work in the UK | Provide original right to work documentation |
| 2.  | Provide 2 satisfactory references, one being from the most recent employer | Give the name and contact details of relevant referees and contact the referees to inform them that they will be contacted by us. |
| 3.  | Successful applicants will be required to go through an enhanced Access NI check | Access NI Check  |
| 4. | Able to fulfil the Occupational Health requirements for the post | Pre-Employment Check |
| 5.  | Registration with the Northern Ireland Social Care Council (NISCC) within 6 months of employment. *(Payment of NISCC registration fee will be reimbursed by Croft Communities)* | If you have worked in the care sector previously you must provide evidence of NISCC registration relevant to role. If your registration has lapsed you must renew before or on your first day of induction.OrIf you are new to the care sector you must register with NISCC within 6 months of your start date. |
| 6. | Team leaders are required to work on a rota basis to include unsociable hours, weekends and public holidays | Interview |
| 7. | Hold a full current driving licence valid for use in the UK and have access to a vehicle \*consideration will be given to alternative travelling proposals in respect of applicants with a disability who cannot hold a licence | Provide both parts of a full current driving licence and evidence of appropriate car insurance. |

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| **Specialist Knowledge & Skills** |
| **The following are essential criteria which will be measured at interview stage:** |
| **Criteria** | **Assessment** |
|  | * Ability to plan and prioritise workload
* Awareness of current legislation around Health & Safety, Domiciliary Care (RQIA)
* Experience in planning, writing or implementing and reviewing individual support plans
* Ability to motivate staff
* Good communication skills
* Ability to record accurately and objectively
* Experience of working as part of and leading a team
* Ability to collaborate and communicate regularly and effectively with colleagues
* Ability to liaise effectively with a range of stakeholders
* Good working knowledge of IT specifically Microsoft Office
* Experience of working within care standards laid out by the DHSS&PS
* Knowledge of RQIA and other regulatory bodies
 |  Interview |

# **THE CEDAR FOUNDATION IS AN EQUAL OPPORTUNITIES EMPLOYER**