

## Job Description & Person Specification

<b>Job Title</b>	Care Team Leader
<b>Division/Location</b>	NorseCare
<b>Reporting to</b>	Registered Manager
<b>Weekly Hours</b>	Various
<b>Grade/Salary</b>	£11.29 per hour + competitive enhancements

<b>Job Description</b>
<p><b>The Role:</b></p> <p>Lead and work as part of a team to attend to the individual care needs of Tenants/Residents in accordance with NorseCare Values.</p> <p>To act in the best interests of the person, promoting independence, respecting individual needs, wishes and preferences, ensuring that they are treated with the utmost dignity and respect at all times. Be responsible for the day-to-day supervision of Care and Support Workers and Domestic Assistants.</p> <p><b>Main Responsibilities:</b></p> <ul style="list-style-type: none"> <li>Assuming a lead role in overseeing and demonstrating good practice, values and standards of care.</li> <li>Overseeing the administration of drugs and medicines in accordance with procedures including the ordering and re-ordering of medication.</li> <li>Supporting the Manager in the organisation of the staff team by organising the day to day deployment of staff, short notice staff cover, handovers and communication issues, reporting to Deputy or Manager as required.</li> <li>Supporting the Manager in the day to day management of staff by completing staff on the job induction, work-based supervision, and responding to, recording and reporting any staff performance or disciplinary issues.</li> <li>Ensuring that the personal care needs of residents or tenants are provided in accordance with their individualised care plan.</li> <li>Ensuring that individual care plans are reviewed and updated in a timely fashion and with the appropriate involvement of the person, their family, care and support worker, key-worker or significant other. This includes the completion of risk assessments.</li> <li>Supporting and promoting staff to undertake their role in a manner that creates a supportive, warm and friendly atmosphere, having time to listen and talk with people, and engaging in recreation and leisure activities.</li> <li>To be aware of and reporting any changes in a resident's/tenant's physical or mental condition to appropriate professional(s) and colleagues, and informing the Deputy Manager of these changes and actions taken.</li> <li>Liaising with professionals, agencies and families.</li> <li>Overseeing and promoting dignity and respect, and ensuring that the resident's/tenant's privacy and confidentiality is maintained at all times.</li> <li>Supporting and promoting within the staff team, understanding of the importance of good communication, good observation and cohesive teamwork.</li> <li>Attending and participating in team meetings and undertaking any identified training required, and actively keeping up to date with personal development.</li> <li>Responding to and reporting to the Deputy or Manager all complaints and safeguarding concerns.</li> </ul>

<b>Approval/Review Date</b>			
Approved by Operations Director:		Date :	
Approved by HR Director:		Date :	

- Observing, reporting and promoting, as far as is reasonably practicable, observance and adherence to Health and Safety at Work Act 1974.
- Being familiar with appropriate procedures, including Moving and Handling, Fire, Risk Infection and to report any instances of non-compliance to the Deputy or Manager.
- Ensuring that services are provided in accordance with Norsecare values and standards, equal opportunities and objectives of quality assurance.
- Deputising for the Deputy Manager as requested by the Manager.

#### Other Duties

The duties listed are not exhaustive and may be varied therefore the post holder will be expected to undertake other duties as appropriate to the role and as requested by his/her line manager, including:

- Carrying out duties appropriate to the grade of the post, including occasional travel to other offices as required.
- Promoting continuous improvement and delivering demonstrable high-quality products and services which embrace quality standards.
- Demonstrating personal commitment to the Norse Way CSR Strategy.

Person Specification			
Category	Requirement	Essential or Desirable	Assessment Method Application Form (AF) Interview (I) Test(T)
<b>Qualifications/ Knowledge/ Training</b>	Knowledge and experience of personal care practice and values.	Essential	AF/I
	NVQ Level 2 or above in Health and Social Care	Desirable	AF
	Knowledge of safeguarding procedures.	Desirable	AF/I
	Knowledge and understanding of care plans.	Desirable	AF/I
	Knowledge and experience of personal care tasks.	Desirable	AF/I
	Knowledge of appropriate health and safety work practices.	Desirable	AF/I
<b>Experience</b>	Previous experience within a similar social care role	Essential	AF
	Previous experience of working with vulnerable people.	Desirable	AF
	Previous experience of working as a Care Support Worker or in a care home setting.	Desirable	AF

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<b>Skills/Abilities</b>	Able to lead, supervise and motivate staff	Essential	AF/I
	Able to communicate clearly and effectively.	Essential	I
	Able to demonstrate respect and dignity.	Essential	I
	Able to work as part of a team.	Essential	I
	Excellent attention to detail.	Essential	AF/I
	Good time management.	Essential	I
	Able to prioritise workload.	Essential	I
	Good recording, written and oral communication skills.	Essential	AF/I
<b>Other Requirements</b>	Able to work calmly under pressure.	Essential	I
	Prepared to undertake shift work and weekend work.	Essential	I
	Prepared to undertake further appropriate training.	Essential	I

## General

Job descriptions are accurate at the time of compilation but are open to change and therefore will be subject to regular review.

It is the individual's responsibility to take reasonable care for the Health, Safety and Welfare of themselves and others in accordance with the Health & Safety at Work Act (1974) and associated Company policy and procedures.

The individual is required at all times to comply with the provisions of the Data Protection Act 2018 (DPA) and the General Data Protection Regulation (GDPR) and with any policy introduced by the Company to comply with the Acts.

We are committed to employment practices and behaviours which encourage diversity, promote equality of treatment and eliminate unlawful and or unfair discrimination.

## Our Values

You will be expected to promote and adhere to the workplace values of our organisation:



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