

Job Description & Person Specification

Job Title	Multi-Site Care Team Leader
Division/Location	NorseCare
Reporting to	Service Support Manager
Weekly Hours	Full-Time
Grade/Salary	£14 per hour + enhancements

Job Description
<p>The Role:</p> <p>The Multi-Site Care Team Leader will be mobile across NorseCare's services as a Care Team Leader to support the day to day running of the settings. As a Multi-Site Care Team Leader, you will work as part of a team to attend to the individual care needs of Tenants/Residents in accordance with NorseCare Values.</p> <p>This will include ad-hoc, short and long-term placements across the 37 NorseCare's services with the aim of ensuring Team Leader support is provided to care settings as required.</p> <p>Under the direction of the Service Support Manager, the Multi-Site Care Team Leaders will work alongside Registered Managers, Deputy Managers and Care Teams providing appropriate Team Leader cover as required, including being responsible for the day-to-day supervision of Care and Support Workers and Domestic Assistants.</p> <p>Main Responsibilities:</p> <ul style="list-style-type: none"> • Leading in overseeing and demonstrating good practice, values and standards of care. • Ensuring compliance with standards of quality and safety in accordance with the Health & Social Care Act 2008 (Regulated Activities) Regulation 2014, alongside implementing NorseCare's vision and strategies including the dementia and quality strategies. • Acting in the best interests of the person, promoting independence, respecting individual needs, wishes and preferences, ensuring that they are always treated with the utmost dignity and respect. • Overseeing the administration of drugs and medicines in accordance with procedures including the ordering and re-ordering of medication. • Supporting the Manager in the organisation of the team by organising the day-to-day deployment of employees, short notice staff cover, handovers and communication issues, reporting to the Management Team as required. • Supporting the Manager in the day-to-day management of staff by completing employee inductions, work-based supervision, and responding to, recording and reporting any staff performance or disciplinary issues. • Ensuring that the personal care needs of residents or tenants are provided in accordance with their individualised care plan. • Regularly reviewing care plans and updating in a timely fashion and with the involvement of the appropriate people. • Completing risk assessments as and when required. • Supporting and promoting employees in undertaking their role in a manner that creates a supportive, warm and friendly atmosphere, where employees can listen and talk to people, including engaging in activities. • Being aware of and reporting any changes in a resident's/tenant's physical or mental condition to

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appropriate professional(s) and colleagues, and informing the Management Team of these changes and actions taken.

- Liaising with professionals, agencies and families as and when required .
- Overseeing and promoting dignity and respect and ensuring that the resident's/tenant's privacy and confidentiality is maintained at all times.
- Supporting, promoting and understanding of the importance of good communication, good observation and cohesive teamwork within the team
- Attending and participating in team meetings, undertaking any identified training required, and actively keep up to date with personal development.
- Responding to and reporting to the Management Team all complaints and safeguarding concerns.
- 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 reporting any instances of non-compliance to the Management Team. .
- 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)
Qualifications/ Knowledge/ Training	Knowledge of personal care practices 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 of appropriate health and safety work practices	Desirable	AF/I

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Experience	Previous experience of working as a Care Support Worker or in a care home setting	Essential	AF
	Experience in delivering personal care	Essential	AF/I
	Previous experience of working with vulnerable people	Essential	AF
	Previous experience within a Care Team Leader role	Desirable	AF
Skills/Abilities	Able to lead, supervise and motivate staff	Essential	AF/I
	Ability to communicate clearly and effectively	Essential	I
	Able to demonstrate respect and dignity	Essential	I
	Able to work as part of a team and to own initiative	Essential	I
	Excellent attention to detail	Essential	AF/I
	Good time management with ability to prioritise workload	Essential	I
	Good recording, written and oral communication skills	Essential	I
	Friendly and approachable manner	Essential	AF/I
	Able to work calmly under pressure	Essential	I
Other Requirements	Prepared to work unsociable hours including evening, weekends, bank holidays and some night shifts as required	Essential	AF/I
	Full UK Driving Licence to meet travel requirements of the role	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

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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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