

Job Description & Person Specification

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

Job Description
<p>The Role:</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.</p> <p>Be responsible for the day-to-day supervision of Care and Support Workers and Domestic Assistants.</p>
Main Responsibilities
<ul style="list-style-type: none"> To assume a lead role in overseeing and demonstrating good practice, values and standards of care. To oversee the administration of drugs and medicines in accordance with procedures. This includes the ordering and re-ordering of medication. To support 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. To support 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. To ensure that the personal care needs of residents or tenants are provided in accordance with their individualised care plan. To ensure 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. To support and promote 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 to engage in recreation and leisure activities. To be aware of and report any changes in a resident 's/tenant's physical or mental condition to appropriate professional(s) and colleagues, and to inform the Deputy Manager of these changes and actions taken. Liaise with professionals, agencies and families. To oversee and promote dignity and respect, and ensure that the resident 's/tenant's privacy and confidentiality is maintained at all times.

Approval/Review Date			
Approved by Operations Director:		Date :	
Approved by HR Director:		Date :	

- To support and promote within the staff team, understanding of the importance of good communication, good observation and cohesive teamwork.
- To attend and participate in team meetings and undertake any identified training required, and actively keep up to date with personal development.
- To respond to and report to the Deputy or Manager all complaints and safeguarding concerns.
- To observe, report and promote, as far as is reasonably practicable, observance and adherence to Health and Safety at Work Act 1974.
- To be familiar with appropriate procedures, including Moving and Handling, Fire, Risk Infection and to report any instances of non-compliance to the Deputy or Manager.
- To ensure that services are provided in accordance with Norsecare values and standards, equal opportunities and objectives of quality assurance.
- To deputise for the Deputy Manager as requested by the Manager.
- Undertake continuous professional development within the industry
- Demonstrate personal commitment to the Norse Way CSR strategy

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.

Our Values

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



Person Specification			
Category	Requirement	Essential or Desirable	Assessment Method Application Form (AF) Interview (I) Test(T)

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Qualifications/ Knowledge/ Training	<ul style="list-style-type: none"> Knowledge and experience of personal care practice and values 	Essential	AF/I
	<ul style="list-style-type: none"> NVQ Level 2 or above in Health and Social Care 	Desirable	AF
	<ul style="list-style-type: none"> Knowledge of safeguarding procedures. 	Desirable	AF/I
	<ul style="list-style-type: none"> Knowledge and understanding of care plans. 	Desirable	AF/I
	<ul style="list-style-type: none"> Knowledge and experience of personal care tasks. 	Desirable	AF/I
	<ul style="list-style-type: none"> Knowledge of appropriate health and safety work practices. 	Desirable	AF/I
Experience	<ul style="list-style-type: none"> Previous experience within a similar social care role 	Essential	AF
	<ul style="list-style-type: none"> Previous experience of working with vulnerable people. 	Desirable	AF
	<ul style="list-style-type: none"> Previous experience of working as a Care Support Worker or in a care home setting. 	Desirable	AF
Skills/Abilities	<ul style="list-style-type: none"> Able to lead, supervise and motivate staff 	Essential	AF/I
	<ul style="list-style-type: none"> Able to communicate clearly and effectively. 	Essential	I
	<ul style="list-style-type: none"> Able to demonstrate respect and dignity. 	Essential	I
	<ul style="list-style-type: none"> Able to work as part of a team. 	Essential	I
	<ul style="list-style-type: none"> Excellent attention to detail. 	Essential	AF/I
	<ul style="list-style-type: none"> Good time management. 	Essential	I
	<ul style="list-style-type: none"> Able to prioritise workload. 	Essential	I
	<ul style="list-style-type: none"> Good recording, written and oral communication skills. 	Essential	AF/I
	<ul style="list-style-type: none"> Friendly and approachable manner. 	Essential	I
	<ul style="list-style-type: none"> Able to work calmly under pressure. 	Essential	I
Other Requirements	<ul style="list-style-type: none"> Prepared to undertake shift work and weekend work. 	Essential	I
	<ul style="list-style-type: none"> 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

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(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.

Competencies

Improving for Excellence	Level	Drive for Results	Level
Effective Decision Making	Level	Commercial Focus	Level
Customer Focus	Level	Managing Positive Relationships	Level
Leadership & Development	Level	Thinking with Vision	Level

Employee Confirmation

Employee Name:		Date:	
Employee Signature:			

Approval/Review Date

Approved by Operations Director:		Date :	
Approved by HR Director:		Date :	