



JOB DESCRIPTION - CARE TEAM LEADER

REPORTS TO: Home Manager and Deputy Manager

RESPONSIBILITY: To co-ordinate a team of carers providing support to residents in the Home.

To be responsible for the day to day operational management of the team including the oversight of staff, allocation of work, supervision, coaching and mentoring.

To liaise with residents' family, friends GP, Community Nurses, specialist, pharmacists, local authorities, local councils, voluntary bodies and any other associations related the care for the elderly.

KEY ACCOUNTABILITIES:

- To ensure the correct level of care and assistance is delivered to each resident enabling them to maintain their dignity and independence at all times.
- To ensure that care practices within the Home are maintained at the highest level at all times.
- To ensure effective record keeping for residents is maintained in a clear and timely manner and in line with the regulatory framework of the Care Standards Act, including Care Plans, diaries, health & safety and maintenance records.
- To effectively take responsibility for the running of the Home on a shift basis, and to deputise in the absence of the Deputy Manager or Home Manager.
- To facilitate a unit within the care home as designated by the Home Manager taking full responsibility for the employees' and residents' documentation.
- To administer and handle residents' medication in line with the Company's policy and procedures, ensuring strict adherence to the national standards and pharmaceutical guidelines.
- To report to the Home Manager any incident/activity which may affect the well-being, safety or welfare of residents.
- To carry out, support and assist any activity as designated by the Manager in a timely and effective manner.
- To assist with recruitment of the staff and devise and implement procedures to minimise staff turnover.
- To implement staff rotas in an effective and creative manner and monitor attendance.
- To support and assist residents to live as normal a life as possible, recognising that assistance should only be given when necessary.
- To ensure that residents receive the highest of standards of care in respect of physical and personal needs in respect to bathing, toileting, personal hygiene, dressing and assisting at meal times.
- To supervise and support Care Assistants and other members of staff and act as a mentor.

- To assist, support and identify Care Assistants' training and development needs.
- To act as a role model and consistently display a courteous and helpful manner.
- To ensure that due regard is given to residents' customs, values, culture, religious and spiritual beliefs, always acting in a facilitative manner that promotes the residents' dignity, independence and choice.
- To assist with maintaining a safe and healthy environment, consistently demonstrating safe practice, both within the home and on occasions when escorting residents off site.
- To report any maintenance or health and safety issues to the Home Manager.
- To ensure that attendance to both mandatory and required training courses are met in order that skills, knowledge and competency levels are maintained to carry out the role efficiently and effectively.
- Support the equality, diversity and rights of Residents, Carers and Colleagues.
- It is the responsibility of every member of staff to ensure compliance with health and safety at work legislation.
- It is the responsibility of every member of staff to protect themselves and others against an infection risk. All staff regardless of whether clinical or not are expected to comply with current infection control policies and procedures and to report any problems with regard to this to the manager. All staff undertaking patient care activities should attend infection control training and updates as required by this organisation.
- Be committed to ensure that personal and professional development is maintained and ensure the required QCF training is met in order to carry out the role efficiently and effectively.
- To ensure adherence to the Company's Dignity at Work and Bullying and Harassment Policy is adhered to at all times. Racial, sexual or any other harassment will not be tolerated.
- It is the personal responsibility of all staff to act in accordance with The Care Act 2014, The Nursing Regulations (Northern Ireland) 2005 and the Residential Care Homes Regulations and Associated Minimum Standards (NI).
- To be flexible and perform any other duties that may arise from time to time to meet the ongoing needs of the company.

I....., accept and agree to be bound by the objectives and accountabilities of the job descriptions as set out above.

Name	
Signature	
Date	

PERSON SPECIFICATION

CARE TEAM MANAGER

		Essential	Desirable	Assessed By
EDUCATION	- QCF Level 2 - QCF Level 3	E	D	Documents/Certificates
EXPERIENCE	- Previous experience as a carer. - Experience of ‘Acting up’ or supervising others - Experience of older people with dementia/sensory loss	E E	 D	Application Application/interview Application/interview
KNOWLEDGE	- Knowledge of The Care Act 2014 - Knowledge of the Nursing Home Regulations (NI), - Residential Care Homes Regulations (NI). Associated Minimum Standards (NI) - Knowledge of CSCI minimum standards - Health & Safety aware - Safeguarding Aware - Equality and Diversity awareness - Understand need for confidentiality	E E E E E	 D D	Documents Documents Documents//interview Interview Interview Interview
SKILLS/COMPETENCIES	COMMUNICATION - Excellent communication skills with all types of people - Active listening - Clear & Accurate record keeping - Ability to engage with residents - Ability to give clear instructions - Excellent interpersonal skills PERSONAL DEVELOPMENT - Committed to own continuous development	E E E E E E E	 	Interview/Documents Interview Interview/ Ref Test Interview Interview Interview Interview Interview

	• Able to identify training needs of direct reports and encourage to meet standards and achieve potential	E		Interview
	• Mentoring & coaching skills	E		Interview
	SERVICE DELIVERY • Committed to the delivery of excellence	E		Interview
	• Understanding of safeguarding policy and procedures	E		Interview
	• H&S hazard identification, risk assessment and accident prevention.	E		Interview
	• Respectful and caring • Ability to motivate and drive performance of others	E		Interview
	TAKE OWNERSHIP & RESPONSIBILITY • Key Worker knowledge • Ability to prioritise and delegate effectively.	E	D	Interview
BEHAVIOURS	• Be a good role model and set good examples	E		Interview
	• Approachable	E		Interview/ Ref
	• Trustworthy	E		Interview/Ref

In accordance with the Equality Act 2010 and the Disability Discrimination Act 1995 (Amended) & Regulations (Northern Ireland) 2004 - reasonable adjustments will be made to the above requirements to accommodate a suitable candidate with a disability