

JOB DESCRIPTION

DOMICILIARY CARE TEAM LEADER

General scope of the Post

The Domiciliary Care Team Leader is responsible for the supervision of the service under direction of the housing and care manager in accordance with the policy and guidelines laid down by The Orders of St John Care Trust.

This will include the close supervision of all the employees, efficient and effective day: day running of the service and the further development of the service in line with community needs.

Principle Duties

- Publicise the service offered including additional care services, establish and maintain good relations with the community including development of 'Friends' groups. Recruit and monitor volunteers. Encourage and participate in social activities for the benefit of the client, including fund raising.
- Deal with matters pertaining to the maintenance of the building and equipment implement and maintain all requirements specified in the Care Standards Act and as issued by the Care Quality Commission
- Oversee the implementation of systems of working which enable Health and Safety legislative requirements to be met for example, risk assessments, fire records and COSHH file etc.
- Provide a professional housing service on a day to day basis to ensure clients receive support in order to maintain their independence and individuality
- To maintain a system for reporting on empty apartments and management of waiting lists. Establish an efficient lettings procedure, Assist with the marketing and leasehold properties. Ensure nominations are dealt with properly
- To reduce void loss by ensuring prompt assessment of potential clients
- Undertakes the initial assessment of clients in line with policies and procedures. From this assessment develop care and support plans with the client. Ensure that the care plan is realistic and achievable.
- To ensure medical care, upon GP directives, is appropriate for each client and that good relations are maintained with supporting GPs and Community Nursing teams.
- Supervises and lead a team to participate in the delivery of care to the clients in line with the care plan. Anticipates the needs of the clients, monitors/reviews the effectiveness of the care plan, making changes as necessary in compliance with arrangements with the client and care manager, ensuring that the plan reflects changing circumstances and current objectives, working in line with CQC regulations and Trust policies and procedures on record keeping.
- Inspire your team to promote clients dignity, choice, rights and independence and ensure clients receive a high quality service
- Promote a safe and non institutional environment
- To ensure that all clients care plans and records are reviewed, maintained and updated in line with Domiciliary Care regulations. Ensuring relevant risk assessments are in place and are reviewed and updated.
- Ensures that all medications administered and recorded, in line with written policies and procedures on drug administration.

- Safeguards vulnerable adults from abuse, recognising the signs of abuse and follows Trust procedures in the event of an allegation of abuse.
- Acts as a key communicator on client care matters where necessary.
- Carries out audits of care plans and medication in accordance with Trust policies and procedures.
- Ensures incidents and emergencies are dealt with in accordance with Trust policies and procedures, including contacting relevant parties and the completion of incident forms on the Trust system.
- You will take part from time to time or on a permanent basis in an on-call rota out of normal working hours. Recompense is contained within your basic salary figure, and will not be paid separately.
- To act as the Fire Marshall in the event of a fire.

Supervision of Employee

- To work with the Housing and Care Manager in recruitment and selection of appropriate employee in line with Domiciliary Care regulations, ensuring that all appropriate checks are made and evidenced on personnel records.
- Undertake the induction of all new employees to their duties. After familiarisation of their duties and responsibilities, supervises and co-ordinates employee to ensure that their jobs are prioritised and performed in a diligent, caring appropriate and attentive manner at all times.
- To ensure that formal supervision and PDRs of all care employee takes place in accordance with personnel manual.
- Where necessary, instigates and/or participates in the disciplinary/capability process where conduct, attitude or quality of work are inconsistent with goals and objectives of the home.
- Where necessary, provides advice and counsel to employee, being particularly supportive at times of severe emotional need or stress.
- To participate in all employee meetings to support the Housing and Care Manager in all new decisions that will enhance the quality of care with in the home.
- Provide through handovers to employee ensuring employees are kept informed of any changes and information is effectively cascaded to them.
- To assist the Housing & Care Manager in ad hoc night inspections as and when required.

Administration and Record Keeping

- To assist the Housing and Care Manager to maximize income to the service and monitor the budget
- Ensures that all notes and records relating to the care of the clients are maintained in an accurate, legible, consistent and timely fashion, reflecting the clients as individuals and all changes to the care needs.
- To manage the training needs of the employee group and to ensure that all employees attend training as per training matrix. Non-attendance to training is recorded and addressed with employee, with support from the Housing & Care Manager.
- Assisting and maintaining employee conduct and performance with-in the service and in accordance with Trust standards and expectations.
- To manage the completion of Return to Work interviews for employee.
- Working with all employees to promote and maintain a high standard of care, complying with all quality systems introduced by the company.
- Ensure that confidentiality is maintained at all times.
- To complete accurate timesheet information on the system for payroll processing. Include allocation of visits, printing of runs etc.

- To undertake the management and operational Domiciliary Care electronic rostering and payroll system. Including the allocation of visits, preparation of timesheets for payroll for The Housing and Care Managers authorisation. To ensure adequate coverage of the employee rota, ensuring Annual Leave and Sickness is covered and Agency cover is organised in only extenuating circumstances. Notify employee of any changes made to the rota in a timely manner. The rota must be completed in advance and submitted to your line manager for approval before sending to the AHCM to be signed off.

Quality Assurance

- Ensures familiarity with the service quality assurance.
- To work with other Trust employee to implement and monitor quality systems, to participate in programmes designed to review, evaluate and improve systems, processes, policies, procedures etc in meeting quality improvement objectives for the home.
- Supervise the training and teaching of other employee members with-in the team.

Care Provision

- To provide a service of care to clients to enable them to lead as independent a lifestyle as possible. This Care Service will involve a programme of personal care and household management that is personalised for each client in the form of a Care Plan. Care duties will therefore include assisting the client with the following activities and in so doing will at all times observe and respect the client's dignity, privacy and independence as far as practical:

a. Personal Care:

- i. Dressing and undressing / preparing the client for Day Care or trips out.
- ii. Washing / bathing / showering / shaving / grooming / cleaning teeth.
- iii. Hair care (washing / brushing).
- iv. Nail care (fingernails only).
- v. Toileting and all aspects of personal hygiene.
- vi. Continence management.
- vii. Care of pressure sores (under appropriate nursing supervision).
- viii. Getting in and out of bed.
- ix. Assisting with the use of Aids to Daily Living / Rehabilitation Aids, as required.
- x. Helping with rehabilitation programmes, as prescribed by Healthcare professionals.
- xi. Day / evening / night sitting services, as required.

b. Healthcare:

- i. Supporting the client to take prescribed medication.

c. Dietary Care:

- i. Assisting the client in the preparation of snacks and meals according to the client's likes / dislikes.
- ii. Assisting with feeding, as required.

d. Domestic / Household Services:

- i. General cleaning duties, to include cleaning / dusting / vacuuming / polishing.
- ii. Bed-making.
- iii. Clearing refuse and rubbish.
- iv. Laundering / Hand-washing / Ironing / Light needlework, as required.
- v. Fuel Management.

- vi. Shopping and the preparation of shopping lists and assistance with budgeting.
- vii. Light gardening tasks (subject to previous agreement at the Care Plan stage).

e. Personal services:

- i. Assistance with personal Finances, to include paying bills, collecting pensions and rent ensuring a receipt is issued.
- ii. Personal Planning (birthdays / anniversaries etc)
- iii. Democratic rights (voting cards etc).
- iv. Sign posting to advocacy services

General Requirements

In addition to the above, there are some general requirements that apply to all jobs in the Domiciliary Care Service:

- Prepared to travel to other ECH schemes and clients homes within the community
- Participate in employee meetings.
- Participate in training activities.
- Participate in employee supervision and personal development review.
- Participation in quality assurance systems.
- Taking responsibility for personal development by keeping abreast of developments in the field of caring for older people.
- All duties must be carried out to comply with:-
 - Notification of accidents and other Health and Safety requirements.
 - Statutory legislation, in particular the Health and Hygiene regulations. This includes water flushing and metre reading.
 - Nationally and locally agreed Codes of Good Practice.
 - Fire precautions.
 - Equal opportunity and the Trusts anti-discriminatory policy.

To undertake other tasks within the scope of the post as required by the Housing and Care Manager.

Health and Safety

Ensure health and safety checks are carried out regularly and any action points are followed up and discussed with the Housing and Care Manager

To be responsible for your own health and safety and that of anybody else whom your acts or omissions may affect.

PERSON SPECIFICATION

DOMICILIARY CARE TEAM LEADER

ESSENTIAL		DESIRABLE	
<u>Qualifications:</u> Must be able to demonstrate literacy and numeracy skills. Computer literate	E1	NVQ level III in care Supervisory management course Driving License & Access to a car	D1
<u>Experience:</u> Experience in a domiciliary or residential care setting. Ability to undertake day to day operation of care service under direction of Housing and Care Manager.	E2		
<u>General Aptitude:</u> Proven record in care of the elderly and a desire to provide excellence of care through skilled team management.	E3		
<u>Motivation:</u> A commitment to providing high quality care standards for older people and to promote equal opportunities and non discriminatory practice. A commitment to providing domiciliary care services within ECH schemes and the local community. Willingness to travel.	E4		

<u>Knowledge:</u> Knowledge of relevant care standards, including CQC outcomes and safeguarding principles. Understanding of responsibilities under HASW Act, Food hygiene, Infection Control, Risk Assessment, Care plans and reviews	E5		
<u>Specific Skills:</u> Ability to work on own initiative. Able to liaise with other care/health professionals. Supervision skills. Excellent communication skills.	E6	Interviewing skills Organising and delivering training.	D2
<u>Interpersonal Skills:</u> The ability to form positive relationships with colleagues and build supportive teams. Promote good relations with relatives, friends and volunteers.	E7		