

## **JOB DESCRIPTION**

**Job Title:** Team Leader  
**Responsible to:** Registered Manager  
**Job Location:** Based at either the Honiton or Exmouth Helping Hands office, but travel required between sites and East Devon area to meet the business need.

A Team Leader is traditionally someone who provides direction, instructions, and guidance to a group of individuals, who can also be known as a team, for the purpose of achieving a certain goal. An effective leader will know their team members' strengths, weaknesses, and motivations.

Team leaders serve various roles in an organisation. Their job is to get tasks done by using all of the resources available to them, including other employees or team members. Our team leader must:

- Develop a strategy with their own Manager that the team will use to reach its goal
- Help to identify any training that team members need through shadowing & observations
- Communicate clear instructions to team members
- Listen to team members' feedback
- Monitor team members' participation to ensure the training they are being provided is being put into use, help to identify any "stars" in the company
- Create clear & timely reports to update the Manager on the team's progress or issues

The Team Leader role within our organisation will also be a very client facing role, with you being out and about reviewing client care needs, completing assessments and overseeing their care delivery. The Team Leader role is the link for both clients and staff, to the office and further advice and support.

Building strong relationships with the care team is vital and enables members of that Team to enjoy their work, feel valued & respected, not just by the Office but the Organisation as a whole. This in turn encourages them to care about their colleagues, perhaps making them think twice before putting them under unnecessary pressure from for example, short term absences.

### **Overall summary of role:**

Taking an active role in the co-ordination and delivery of the care service by managing a designated caseload and all associated tasks, including out of hours service.

Responsibility for the supervision of staff, both in the community and through regular meetings.

### **Aims:**

- Commitment to provision of a service-user led and quality service
- Provide each service user with a named Team leader to support person centred care provision
- Aid motivation and staff development
- To monitor that staff practice is in accordance with current legislation and best practice guidance
- To encourage service user and carer participation and involvement.
- To promote the independence of service users and quality service delivery

- Promote & re-enforce

Compliance & Company Goals & Objectives throughout the Team

- To take accountability for your role and associated responsibilities.
- To assist the Registered Manager in ensuring the service remains compliant and meets regulatory standards.

The practical elements of the Job Description will allow the Manager and Deputy to give more meaningful time to developing the Team Leader / Team member relationship further strengthening the commitment from the staff to the Company.

### Personal knowledge, attributes and Qualifications

- Hold Level 3 Diploma in Health & Social Care or willing to work to attain Level 3, continuous approach to PDP
- Flexible working ability
- Excellent communication skills, verbal & written
- Reliable, professional & smart appearance
- Proven understanding of the principles of good practice
- Good knowledge of those requiring Care & Support at home, Company demographic & runs
- Good time keeping
- Well organised, able to self-motivate & plan within the direction of the Manager
- Good understanding of health & safety in relation to the services we provide & the risk and needs process
- Respectful of the Team's ideas
- Calm under pressure

### Specific Duties and Responsibilities:

#### Care Management

- To manage a designated caseload of service users in accordance with organisational policies and procedures
- To be responsible for initial assessments, risk assessments, reviews and record keeping
- To provide a holistic care approach to all clients.

#### Service Delivery

- Work as part of the office team:
  - Receiving and dealing with general enquiries
  - Providing support to staff, service users and/or their representatives
  - Responding to staff who are unable to work, including undertaking their duties if required
  - Delivering care when required, this may include out of core working hours.
  - Staff and rota management
- To be able to communicate effectively with Service Users, colleagues and Managers
- To support with the shared Duty responsibilities, out of office hours, including some weekends.
- Listen and respond to individuals' questions and concerns
- Develop positive relationships with service users, families, & their significant others

- This is a very client and staff

facing role. So there will be an expectation that you are out in the community up to 80% of the working week.

- To help promote the Organisational values and reputation across Social Media platforms.

### Staff

- Arrangement and completion / delegation of regular workplace supervision
- Arrange and provide office-based supervision and appraisals for designated staff
- To feedback to managers concerns regarding service delivery, staff performance or service user wellbeing
- To accompany and supervise new staff
- Perform scheduled & spot check community-based observation observations with the Care team reporting back to the manager
- Perform Community based Induction / shadow training / mentoring with new members of the Team, these may form part of the Care Certificate criteria
- Play an active role in the recruitment of new care staff.

### Administration

- Maintain all records as required by legislation and regulation
- Use of electronic records to maintain all staff and service user information
- To assist the Registered manager in ensuring we remain compliant with all documentation and be accountable for your own record keeping and administration.
- Collect, collate & audit Daily Note / MAR chart sheets & advise the manager of follow up actions required

### Personal Development

- Attend training as necessary
- To maintain own development portfolio and contribute to identifying own learning needs
- Use reflective practice through supervision to identify good practice and learning needs