



JOB TITLE:	Team Leader – The Moors / Stone Cottage
RESPONSIBLE FOR:	The safe and effective day to day running of the Service. Providing support to and supervision of Camphill MK & Northants Care Staff
RESPONSIBLE TO:	Registered Manager
HOURS OF WORK:	42 Hours per week, £14.49 per hour

PURPOSE OF ROLE:

- To ensure that CMK & Northants operates safely and effectively by providing a high quality of consistent care and support to the people we support
- To support the Leadership Team in ensuring that all objectives of the organisation are achieved as set by the CMK & Northants Mission Statement
- To support and help develop the Care Staff through guidance, mentoring and by conducting Supervisions

Key Tasks

Ensure all Care Staff understand the expectations to adhere to, and exceed the standards as required by CMK & Northants, to provide outstanding care and support:

- Lead handover from Night staff to Day Staff and from Day Staff to Night Staff
- Lead the 8:00am Morning Meeting
- Lead the shift, providing guidance, direction and support to the Care Team by following the care plans and risk assessments relevant to the people we support
- Ensure the communication boards are up to date and relevant for all people we support
- Active involvement in the medication processes
- Facilitate the ability for the people we support to participate in daily meaningful activities
- Ensure the Care Team create and maintain ALL effective and accurate records that support evidence regarding the people we support and the home
- Create an environment of effective team-work
- Ensure all Health and Safety and Fire protocols are completed
- Inform the Registered Manager of any required changes to Care Plans and or Risk Assessments pertaining to the people we support
- Lead Team Meetings and attend other meetings as required
- Ensure the Care Homes and the gardens are presentable, in good order, have a homely and happy atmosphere, and have a focus on each season
- Report of any maintenance need (through a spot hazard form) to Estates Team admin

- Ensure petty cash and the personal money of the people we support are checked, balanced and recorded at the end of the shift
- Ensure medication stock is checked and accurate after each administration
- Ensure all receipts, change and required paperwork are received and up to date before the end of the shift
- Report any financial discrepancies to the Registered Manager immediately
- Conduct Supervision sessions with Carers as required

Support

- Lead by example to motivate the Care Team to support the people we support to enjoy as much independence as practical; includes, but not limited to, independent actions, decision making, choice
- Support the development of person-centred planning; creation and recording of meaningful and achievable goals
- Contribute to, and attend, review and multi-disciplinary meetings
- Develop positive relationships with the family members of the people we support

Values and Attitudes

- Lead by example and demonstrate the CMK & Northants values
- Treat all persons with respect, dignity and compassion
- Lead by example and demonstrate a positive, “*can-do, will-do and what else?*” attitude
- Practice and maintain confidentiality in line with ‘GDPR’
- Behave in a way that positively represents CMK & Northants at all times

Performance and Development

- Demonstrate adherence to all legislation pertaining to the provision of Care services
- Demonstrate adherence to all Policies and Procedures as set by CMK & Northants
- Demonstrate adherence to the Employee Handbook and Code of Conduct
- Take ownership of and responsibility for own Supervision and Appraisal
- Ensure all mandatory e-learning is completed on time and up to date
- Attend training events as required to meet the requirements of CMK & Northants and self-development
- Ensure all mandatory training is kept up to date at all times

Administration

- Care and support for the people we support is provided on a 12-hour shift; the shift starts at 8:00am and finishes at 8:00pm. Team Leaders are expected to be at work in time to receive the morning handovers, and deliver the evening handovers
- The Shift Pattern is as follows:
 - Week 1 – Monday / Thursday / Friday
 - Week 2 – Tuesday / Wednesday / Saturday / Sunday
- There is an allocation of one day each week to attend to administration duties

NOTE: There might be situations that require additional support or input from this Team Leader role to ensure that CMK & Northants fully supports the needs and wants of the people we support.

Team Leader Job Specification

CRITERIA	ESSENTIAL	DESIRABLE
QUALIFICATIONS	QCF/NVQ Level 3	QCF/NVQ Levels 2/3 Team leading or Effective Management
EXPERIENCE	• Minimum 12 months experience of working with vulnerable people • Understanding and ability to action the purpose of and information contained within Care Plans and Risk Assessments • Leading a Team of Carers to achieve effective & safe shifts	• Experience of working in a care home setting • Experience of working with adults with learning disabilities
PERSONAL QUALITIES	• Ability to be flexible and adaptable • Builds effective and credible relationships • Works collaboratively with others, sharing ideas and information • Effectively builds trust and respect with a consistent approach through language and actions • Has the ability to raise standards and promote company values • Takes responsibility for issues and resolves them • Able to cope and remain calm in difficult or challenging situations with tact and diplomacy • Ability to build rapport and positively influence others • Promotes good relations with relatives, friends and volunteers	• Ability to contribute to, monitor and implement changes that improve service delivery and outcomes for the people we support

ROLE EFFECTIVENESS	• The ability to accept responsibility for all aspects of the role • Can implement a course of action, request appropriate resources and plan the programme of work required • The ability to ensure deadlines are met, anticipating and planning ahead • Works effectively as part of the team, inspiring individuals to give of their best and achieve company objectives to consistently care for and support the people we support	
INTERPERSONAL SKILLS	• Works effectively as part of the team, inspiring individuals to give of their best and achieve company objectives • Is able to take initiative and inspire initiative and problem solving in others • Delegates work appropriately and fairly • Provides clear direction both orally and in writing and leads by example • Is open, honest and transparent with all communication • Recognises and rewards the contribution of others	• Demonstrates empathy and understands another's perspective
SPECIFIC KNOWLEDGE	• Demonstrates knowledge of the Care Standards as set out by the CQC (KLOE's) • Understanding of responsibilities under the Safeguarding, DoLS, MCA, Manual Handling, Food hygiene, Infection control & HSAW requirements and Acts.	