

Job Description for employment as a:

TEAM LEADER

with our client: [Client]

whose affairs are managed by the Court of Protection and who therefore employs you by a Deputy, [Name] of [Firm], solicitors.

Whilst every effort has been made to outline the main duties and responsibilities of the post, it should be remembered that a document such as this does not permit every item to be specified in detail, and therefore is not intended to be an exhaustive list. Broad headings therefore may have been used in which case all usual associated routines are naturally included in this job description.

Job holders should not refuse to undertake duties not specified below but should record additional duties they feel need specific recognition, and these will be considered during supervision, and again during the annual appraisal meeting.

Likewise, your employer reserves the right to amend this job description from time to time, according to the needs of our client, and any changes will be confirmed to you in writing.

REPORTING TO: Case Manager,

JOB PURPOSE:

To assist in the provision of care and support to our client and the client's family, and to work as part of a team to achieve the required standards in accordance with the practices and procedures in the Support Workers' Guide, Support Workers' Code of Conduct, Risk Assessment and Head First's employment-related policies.

To work alongside our client in a rehabilitative and supportive role.

To encourage our client's participation in activities within the home environment and the community and promote the opportunity for our client to live in the community for as long as possible.

To assist our client to live as independently, comfortably and securely as possible, while ensuring our client retains dignity, independence, fulfilment and individuality at all times.

MAIN RESPONSIBILITIES:

Responsibilities will be undertaken by the job holder in accordance with the written guidance in the About Me guide, the Rehabilitation Goal Plan and Risk Assessment and Management Plan, and any other guidance or documentation provided by the Case Manager.

1. Personal Care:

- To prompt/supervise/assist/fully assist with getting in or out of the bath or shower.
- To prompt with washing bathing or showering.
- To prompt with dressing, undressing and selection of appropriate clothing.
- To prompt with oral hygiene, shaving, hair care and personal grooming.
- To prompt to use the toilet and adjust clothing.
- To supervise/assist with toilet care, including incontinence.

2. Other Care:

- To prompt/supervise to take medication in accordance with the Medicine Support Plan.
- To supervise with mobilising and transferring.
- To supervise with preventative pressure area care.
- To respond to night calls.
- To deal with requests for general reassurance and care.
- To deal with frustration, irritation, anxiety and agitation.

3. Domestic & Social Assistance:

- To fully assist with menu planning.
- To fully assist with shopping.
- To fully assist with meal preparation.
- To assist with providing a balanced and stimulating diet.

- To supervise during mealtimes.
- To supervise/assist with light domestic duties (including personal laundry, ironing, etc.)
- To supervise/assist with pet care, plant care and light gardening.
- To fully assist with arranging and recording appointments.
- To fully assist with ensuring all appointments are attended.
- To fully assist with correspondence, arranging a social diary and receiving visitors
- To fully assist with social outings, hospital visits, etc.
- To fully assist with social activities.
- To fully assist the client to continue with any hobbies and interests.
- To fully assist with investigating local resources and identifying appropriate activities for the client to undertake.
- To fully assist the client to use public transport.
- To drive the client an any vehicle provided by the client.
- To fully assist with money management.
- To exercise maximum integrity in all dealings with the client's financial and personal affairs.

4. Working Relationships:

- To make and maintain an effective working relationship with the client, the client's family, the client's Deputy, and the Case Manager.
- To work alongside professional therapists, physios, neuropsychologists, occupational and speech therapists, etc, and other medical or clinical professional on the team, or observe sessions, as appropriate to the situation.
- To be aware of the therapists, or other professionals' recommendations and exercises, and incorporate them into the client's daily routine.
- To be a team player and contribute skills, knowledge, interests and opinions to the unity and efficiency of the team to achieve common goals.

5. Communication:

- To monitor the client and alert the Case Manager, or other appropriate line of communication, as specified, of any changes in the client's condition or circumstances.
- To create and maintain good communication with the client, including when the client has some degree of communication difficulties.
- To maintain good communication links with other carers/support workers on the team, and any family members in the client's home.
- To complete daily written records as instructed.
- To complete daily verbal and/or written handovers to other carers/support workers.
- To attend and participate in all Team Meetings.

6. Training & Development:

- To maintain professional knowledge and competence.
- To attend mandatory training days and courses, as and when required.
- To be aware of the problems caused by, and the repercussions of the client's head injury.
- To be familiar with Head First's Support Worker induction pack, About Me, Rehabilitation Goal Plan, Risk Assessment and Management Plan, Medicine Support Plan (where applicable) and Support Workers' Code of Conduct, and any other documentation supplied by the Case Manager.
- To actively participate in 1:1 supervision, and act appropriately on any feedback or recommendations.
- To communicate own training needs and identify areas for improvement.

7. Health & Safety:

- To aim to ensure a safe as possible living environment for the client, while respecting the client's choices and rights.
- To ensure the client is not put at risk as a result of your own behaviour or actions.
- To use appropriately, and to handle safely, any equipment, protective clothing and cleaning materials.

- To clean and maintain equipment used by the client, e.g. wheelchairs, hearing aids, spectacles, etc.
- To report any unsafe equipment, faulty appliances, damaged furniture, or any potential hazard to the Case Manager, or other appropriate team member immediately.
- To make best use of aids provided following guidance by the Case Manager, therapists, etc.
- To report to the Case Manager, or other appropriate team member immediately, any illness suffered by the client, a colleague or oneself, or any other visitor to the client's property, whether incurred on the client's property, or elsewhere.
- To report to the Case Manager, or other appropriate team member immediately, any accident and/or injury sustained by the client, a colleague or oneself, or any other visitor to the client's property, whether the incident occurred on the client's property, or elsewhere.
- To be aware of the Emergency Evacuation Procedure, and all other emergency procedures in place at the client's property.

8. General:

- To avoid abuse of the privileged relationship that exists between the job holder and the client.
- To undertake any other tasks specified by the Case Manager, or other appropriate team member, that is relevant to the role, and to the needs of the client.
- To retain flexibility with regard to working hours in order to be able to respond to the needs of the client and the situation.
- To ensure that all information of a confidential nature gained in the course of duty is not divulged to third parties.
- To notify the Case Manager, or other appropriate team member immediately, of your inability to report for duty, and also your availability to return to work after a period of absence.
- To ensure the security of the client's home at all times.
- To maintain a full driving licence, and appropriate insurance (if applicable).
- To inform the Case Manager immediately of any changes in your licence, or your entitlement to drive, or any matter that may affect yours, or the client's insurance requirements.

- To record hours of work and submit to Head First using the procedures in place at the time.
- To maintain physical fitness, as required, for moving, handling and assisting the client.
- If unsure of appropriate action to take, to contact the Case Manager, or Head First's "out of office hours" on-call service immediately for advice.

9. For Team Leaders:

Additional responsibilities to those listed at 1 to 8 above will be undertaken in liaison with the Case Manager, and in accordance with agreed and documented procedures.

Between 9.00am and 5.00pm Monday to Friday there is an expectation that the post holder will be available and contactable by telephone, by the team, and by Head First, to deal with emergencies, or issues that cannot wait until the post holder is back on shift. Time on call will be covered by the designated weekly admin hours allocated for such purposes and no further remuneration will be made. Any hours worked as a result of being on call may be claimed as overtime at the discretion of Head First. If unsure then prior approval for overtime hours should be sought from Head First.

Communication:

- To establish and maintain effective relationships with management and outside agencies and personnel and liaise with other members of the multi-disciplinary team.
- To ensure that all written communications are accurate and comprehensive.
- To ensure that policies and procedures are effectively communicated across the care team.
- To ensure the team are updated with any changes to care plans or the client's health status.

Leadership:

- To direct and supervise the care team, and to act as a role model at all times.
- To provide advice and support to carers/support workers in all aspects of their work.
- To influence positive change within the team to improve standards of care and service.
- To be the first point of call for the care team for advice regarding care issues and day-to-day management of the care package.

- To identify own role in the delivery of care dependent on the care package needs.
- To ensure all carers/support workers contribute to the best of their ability to the efficient running of the client's home and create an atmosphere conducive to the best interests of the client.

General Management:

- With the support of Head First, to participate in the investigation of accidents, injuries, complaints and grievances.
- To identify and manage risk with support from Head First, as necessary.
- To monitor usage of resources and commodities, e.g. dressings, wipes, gloves, etc., and implement change where necessary to ensure cost effectiveness, without reducing quality.
- To arrange, manage and participate in Team Meetings, and other meetings as appropriate.
- To ensure the maintenance and servicing of all equipment.
- To support the maintenance of the client's home, property and vehicle, and ensure all defects and problems are reported, recorded and dealt with.
- To monitor and delegate tasks to ensure the upkeep of the client's home and garden.

General Administration:

- To plan, allocate and supervise the work of the care team, and produce staff Rotas in advance.
- To check staff clocking in and clocking out and to address any alerts or discrepancies generated by the online system.
- To organise and ensure cover for any gaps in the rota due to sickness, holidays, or other absences.
- To be responsible for maintaining appropriate records of the administration of prescribed medicines and to inform the Case Manager promptly of changes to medicines. To maintain an updated Medicine Support Plan, if requested to do so by the Case Manager.
- To read the daily diaries, ABC's and other documentation, and submit to the Case Manager.
- To manage and maintain a petty cash account

Training and Development:

- To encourage carers/support workers to communicate their training needs and identify areas for improvement.
- To educate and train care team members in client-specific conditions, care needs and care activities.
- To arrange and assist in the staff training and induction programme.

Human Resources:

- To participate in the management of disciplinary issues with the guidance of Head First.
- To monitor sickness, holidays, and any other absences via the online system and take appropriate action if any concerns or patterns are identified.
- To authorise requests for holidays via the online system.
- To assist in the recruitment and interview of new support workers, as and when required.
- To undertake regular 1:1 supervision with all carers/support workers and keep detailed written records of each session and discuss and resolve any issues arising.

Person Specification For Team Leader working with our client WM			
<i>*delete which does not apply</i>	Essential	Desirable	Not Applicable
EDUCATION AND QUALIFICATIONS			
Good general education	X		
Level 4 or 5 NVQ or other relevant professional qualification in care	X		
Psychology graduate		X	
Qualified nurse		X	
Basic First Aid training, basic food hygiene training, Health & Safety and Fire Awareness	X		
Keeps up to date with good practice in the provision of services to vulnerable people	X		
A commitment to own learning and personal development	X		
Benefits from supervisory and monitoring relationships Previous supervisory experience	X		
EXPERIENCE AND KNOWLEDGE			
Experience of working with people in a caring role	X		
Knowledge of brain injury		X	
Experience of working with acquired brain injury		X	
An understanding of the principles of domiciliary care	X		
Understanding of confidentiality	X		
Knowledge of Moving & Handling techniques, and the ability to carry out			X
Knowledge of recognised positive approaches to working with challenging behaviours associated with brain injury and mental health difficulties	X		
Knowledge of effective direct management practice including the principles of formal performance assessment processes	X		
SKILLS AND ABILITIES			
Works on own initiative and prepared to take responsibility	X		
Works co-operatively and effectively as part of a team	X		
Plans and prioritises effectively	X		
Promotes teamwork	X		
Ability to contribute to the training of other staff	X		

Responds positively to people with disabilities	X		
Develops local networks and knowledge of community resources	X		
Promotes independence	X		
Works to agreed plans	X		
Follows agreed lines of communication and seeks appropriate assistance	X		
Handles difficult situations and responds to emergencies appropriately	X		
Carries out household duties		X	
Assists with budgeting and has good administrative skills	X		
Computer literate (MS software, internet, email, etc)	X		
Communicates clearly and has a high standard of written and spoken English	X		
Communicates effectively with families and other agencies and professionals	X		
Experience of planning and organising activities appropriate to individual needs and abilities	X		
PERSONAL ATTRIBUTES			
Available to work flexible hours – to include unsocial hours, i.e. early mornings, evenings, nights, weekends, and public holidays	X		
Enthusiastic and self-motivated	X		
Positive attitude	X		
Patient, understanding and sensitive to the needs of others	X		
Able to deal with sensitive personal care tasks	X		
OTHER			
Full car driving licence	X		
Car driver with the use of a car for work purposes		X	
Occupational Qualification - Equality Act 2010 MALE / FEMALE ONLY			X
Satisfactory Enhanced DBS check (Disclosure & Barring Service)	X		
Eligible to work in the UK	X		