States of Guernsey

ADULT COMMUNITY SERVICES

SENIOR CARER TEAM LEADER

PSE E

JOB DESCRIPTION

JOB SUMMARY:

Working as part of the Community Domiciliary Care Leadership Team, the Team Leader will work closely with the Social Care Team Co-ordinator and Senior Team Leader to motivate, support and guide Senior Carers, ensuring best practice in delivering effective person-centred home care is achieved. The Community Domiciliary Care Team will use strong partnership working to work effectively and to provide continuity and consistency in the delivery of care. You will assist in maintaining continuity, consistency and equitable provision of care to service users in the community.

RELATIONSHIPS:

REPORTS TO: Social Care Team Co-ordinator

RESPOSIBLE TO: Community Adult Social Care Manager

ACCOUNTABLE TO: Associate Director for Community Health and Social Care

MINIMUM QUALIFICATIONS: VQ Level 3 Adult Health and Social Care or working towards.

MAIN DUTIES AND RESPONSIBILITIES:

STAFFING:

- As part of the Community Domiciliary Care Leadership Team, provide leadership, support and direction to Senior Carers.

- Supervise the Senior Carers in the team, ensuring that they work to the parameters of their job description. Act as a role model to staff, working in practice in community regularly.

- If required, with support from the Senior Team Leader, document capability discussions with staff and set objectives set objectives.

- Recognise that the staff are our most valuable asset, demonstrate enthusiasm and encourage the Senior Carers to consider personal and professional development.

- To participate in the Team Leader rota, ensuring that staff have a copy of the rota and there is adequate Senior Carer cover for mornings and evenings.

- Ensure that staff are aware of any changes to the rota.

- Participate in the development of a programme of work, checking the rounds, working regularly with each staff member ensuring best practice.

- Where necessary arrange sufficient bank staff cover to ensure service user rounds are covered.

- To be proactive and supportive of the VQ training programme.

- Attend team meetings with Senior Team Leaders and Senior Carers.

- Ensure that daily feedback is received from colleagues and that they are aware of the need to report back relevant information and maintain good communication links.

- Ensure that feedback from Senior Carers is communicated to the Senior Team Leader and advise of any required action.

SERVICE USERS:

- Attend case conferences and reviews, as required, with the Senior Team Leader.

- Participate in caseload management and multidisciplinary care planning meetings.

- If requested by the Senior Team Leader undertake initial care and risk assessment to new service users and subsequent reassessment of service users, as required. Ensure that a care plan and white Community Care Folder is in place, clearly stating care required for the service user. Check staff understand the care plan and that any need to change is reported to you directly to reassess, prior to change.

- Introduce staff to new service users and confirm with the service user/relatives and Senior Carer the services required and those that are to be provided.

- Participate in risk assessment in the working environment.

- Liaise with GP practices, social workers, occupational therapists and other professional agencies.

- Provide cover for other teams during the absence of other Team Leaders.

- Assist in review of service users care needs on a regular basis, liaising with social workers and occupational therapists when necessary.

- Be aware of The Adult Safeguarding Policy and escalate any safeguarding concerns to the Senior Team Leader or Social Care Team Co-ordinator immediately.

COMMUNICATION:

- Check voicemail on telephones and messages in your tray / e-mail first thing in the morning. Deal with any messages, i.e. calling staff for early calls or cancellations.

- Liaise with the Twilight and Night Service when necessary.

- Plan all lunch calls and afternoon service rounds.

- Be proactive in use of the electronic health care record (Trak), check referrals, access patient information, scan in all care plans, and ensure that any relative notes are added onto the system regarding service users.

- Ensure the team is aware of and comply with States of Guernsey policies, procedures & guidelines. Demonstrate continued awareness that all resources must be used in the most cost effective manner.

- The Team Leader will assist in undertaking quality auditing and policy compliance monitoring, ensuring that relationships with service users are at all times respectful of individual needs and preferences.

- Gain service-user feedback on the quality and standard of Community Domiciliary Care services provided.

- Assist with the gathering of statistical information, such as staff or service user surveys, as required.

- To be responsible for your continued professional and personal development, identifying your future training needs through the appraisal system.

- When required undertake the allocation of service users to staff, deal with holiday cover, maintain service user records and other administrative duties that may arise.

- Comply with and ensure team compliance with the principles and policies concerning confidentiality, prevention of improper disclosure, misuse or breach of confidentiality concerning information gained about our service users.

- Give respect and consideration to our service users, respecting their individual wishes, aspirations and beliefs. At all times maintain service user and department confidentiality as per the States of Guernsey policy.

- Comply with the requirements of the Data Protection (Bailiwick of Guernsey) Law 2017 concerning improper disclosure, misuse or breach of confidentiality in respect of information held on computer systems or otherwise; make disclosures only with patients' consent or within HSC policies on Confidential Information (G122) and Sharing of Patient Identifiable Information (G308).

This job description is only intended as brief outline of the duties and the responsibilities which the postholder will be expected to undertake, but it is not intended to be rigid, inflexible or comprehensive, as other duties and responsibilities will arise from time to time. The postholder must be flexible in their approach and be receptive to change. The role will be subject to regular reviews, to ensure that it reflects the changing duties, responsibilities and demands that there will be on the service.

This job description gives an outline of the duties which the postholder will be expected to undertake, but it is not intended to be comprehensive as other duties may arise from time to time. It will be subject to review to ensure that it reflects the current duties and responsibilities of the postholder.

KEY CRITERIA

ESSENTIAL

1. VQ Level 3 in Adult Health and Social Care or working towards.

2. Good numeracy, literacy and IT skills

3. Excellent verbal and nonverbal communication skills with the ability to deal with a wide range of people including professional staff and service users

4. Demonstrate a calm, methodical, empathetic nature particularly when in stressful situations.

5. A sound knowledge and appreciation of the ageing process and vulnerable adults.

6. The ability to be flexible, prioritising your workload and time to meet the needs of the service.

7. Be professional in approach together with honesty, resilience, integrity and reliability.

8. Category B Driving Licence

9. Willingness to undertake further training including the completion of A1 Assessors Award and Ergo Coach Training.

10. Evidence of the ability to lead, supervise and mentor staff.

11. Demonstrate commitment to own development and evidence based practice, ability to reflect and learn from situations.

12. Understanding of the safeguarding processes and HSC Adult Safeguarding Policy

DESIRABLE

13. Previous experience of supervision, leadership and management skills

14. A1 Assessors Award