

Job Description

Job title	Team Leader	Job family	Priory Adult Care
Reporting to	Unit Manager	Job code	OP/022
Location		Evaluation Date	August 2018

Job Purpose

Supervises the effective co-ordination and delivery of the care programme for a residential unit providing care, assistance and support to residents in order to enhance their well-being while promoting independent living.

Responsibilities

Quality

Organises, co-ordinates and monitors the delivery of the unit's residential care programme ensuring individual care plans are conducted and completed in accordance with the company's policies and to agreed quality standards.

Supervises the preparation, planning and delivery of group and one-to-one social, and recreational activities; observing, recording and reporting responses while managing the routine incidents in accordance with the company's policies and procedures.

Supervises the reception, orientation and induction of new residents ensuring they are comfortable and familiar with the environment and to impart essential information to their families and or carers.

Supervises the effective, timely and accurate updating of residential records, case files and computerised information systems while responding the more complex enquiries in accordance with policies and procedures.

Observes and monitors the well being of residents ensuring that any unusual physical, mental or emotional occurrences are promptly referred to more senior staff and documented as appropriate.

To undertake key working responsibility for individual service users, supporting the individual to plan goals and personal outcomes and ensure that these are comprehensively documented and reviewed.

Innovation

The role holder should have a flexible and innovative approach to their work and be able to facilitate and support service users in decision making, promoting choice and involvement at all times.

Value

The role holder should present the service in a positive light and should be proactive in making suggestions for how to improve the service.

Knowledge / Education / Skills

The role requires the relevant NVQ3 qualification together with demonstrable supervisory skills.

The role holder is expected to address and resolve the standard day-to-day issues, which arise from a cyclical work pattern. The more complex or emotive issues and decisions related to staff supervision, operational incidents or residential care plans will be referred to the role holder's manager.

The role holder plans, organises, supervises and evaluates the work of residential support staff which will require adaptive skills when responding to resourcing issues and some creative thinking when planning and co-ordinating social and/or recreational activities.

Experience

The role holder will have acquired relevant care experience, which will have involved the supervision of junior care staff.

Responsibility

Staff

Responsible for the day-to-day supervision of a small team of residential support staff.

Budgets & equipment

Collective responsibility for the care and security of equipment and other consumables within the unit.

Informatics

Shared responsibility for supervising the accuracy, security and confidentiality of patient records.

Communication

The nature of the role necessitates frequent interaction with residents, staff and visitors requiring a broad range of communication and interpersonal skills. Well-developed observational and listening skills are an essential for assessing the mental, emotional and physical demeanour of residents.

Working Environment

The problems faced by residents may present challenging situations, which may increase the physical, sensory and emotional demands of the role.

Special Features

The role holder may be required to deputize for the Unit manager as directed and will be required to participate in Priory's Learning & Development Programme.

Upholding the Company Behaviours

This provides some guidance on the types of conduct to support the Company Behaviours

Behaviour	Evidence
Putting People First	<ul style="list-style-type: none"> • Strives to ensure every colleague is able to make a positive and lasting difference to Service Users and their families • Actively seeks to develop the potential of every service user and staff member
Being a Family	<ul style="list-style-type: none"> • Celebrates success and supports colleagues through difficult times • Demonstrates loyalty to colleagues, manager and team
Acting with Integrity	<ul style="list-style-type: none"> • Is honest and respectful in all interactions with colleagues and customers • Demonstrates emotional control • Ensures accurate recording of any transactions and interactions on all company documentation • Challenges poor performance and behaviours
Being Positive	<ul style="list-style-type: none"> • Promotes the company in a positive way at all times • Strives for positive outcomes, especially when times are challenging
Striving for Excellence	<ul style="list-style-type: none"> • Always puts service quality first • Shares and encourages innovation • Keeps on top of new developments in the sector