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| **Role Profile & Person Specification** |
| **Job Title:** | Client Led Team Leader |
| **Role Purpose:** | A Team Leader is someone who provides direction, instructions and guidance to the team for the purpose of achieving their goals. The Team Leader carries out client assessments and reviews to ensure safe delivery of services and provide direction for Community Responders in their role. They visit Clients in their homes for monitoring purposes and mentor new staff throughout their probation period. The Team Leader also participates as part of the out of hours on call team. |
| **Company:** | Access Your Care Ltd |
| **Reporting to:** | Registered Manager |
| **Location:** | Access Your Care, Head Office - Clevedon |
| **Who we are:** **What we do:****Our aim:** | Access Your Care is a Home Support Agency based in Clevedon, North Somerset. We provide a range of support services such as key safe fittings, home support services and handyman service as well as providing the Response24 services detailed below.Response24 provides dynamic short term domiciliary care services 24 hours a day, 365 days a year. Services are commissioned by North Somerset Council Social Services and North Somerset Clinical Commissioning Group. Response24 also provides a service for North Somerset Councils monitored alarm service, Carelink. The service responds to pendant activations 24 hours a day when local contacts are unable to attend. The service also works closely with North Somerset Community Partnership Rapid Response team assisting them with patients who have fallen or who, during periods of illness, require assistance with personal care to prevent hospital admission.Access Your Care was formed because we are passionate about enabling people to remain independent in their own homes, offering responsive services which have been shaped by the local community since 2011. Our vision is to continue to develop a number of innovate services offering the reassurance of a timely and proactive response to essential social care needs.  |

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| **Main duties and key responsibilities** |
| **Specific Duties*** Administer all client assessments including, but not limited to, typing up assessments, adding information onto client notes and jotter, updating first staff member to visit and arranging delivery of care plan.
* To compile person centred documentation in line with CQC regulations that reflect the wishes and outcomes for each individual
* To communicate with service users ensuring they are aware of policies and procedures including the complaints procedure. Obtain signatures on contracts and other documentation as instructed by the Registered Manager.
* To Coordinate all CareHub Domestic client files ensuring they are and meeting CQC standards with regards to paperwork in client homes, assessment and review paperwork
* Administer all client related reviews including, but not limited to checking the white board weekly and booking reviews in, making amendments to original assessment, updating notes, advising staff of any changes and arranging delivery of client folder
* To monitor all client paperwork ensuring it is completed accurately with client names on the top and accountable for filing all client paperwork.
* To compile all care plans ensuring that there are always sufficient copies available.
* To monitor medication box weekly, completing medication return forms and filing
* Organise taking back all medication to pharmacist ensuring relevant paperwork is fully complete
* Administer inputting all medication onto IT system
* To contribute to the coordination of delivery of all monthly MAR charts and any amended MAR charts through the direction of the Staff Led Team Leader and Registered Manager
* Communicate with care workers, social workers etc to carry out initial, scheduled and unscheduled client and environmental risk assessments, to ensure prompt care planning arrangements and reviews are carried out in accordance with changing needs, identified risks and safe working practices.
* Communicate with Clients, carers, social workers and other appropriate persons regarding amendments, changes in Client services, which need to be considered in the care planning process.
* Regularly visit Clients in their own homes for monitoring purposes, i.e. to ensure that care staff are adhering to the care plan and that the needs of the service user are being met, that services delivered are of high quality and meet regulation requirements and to ensure customer satisfaction and that the service provided meets their needs and preferred lifestyle.
* Compile and collate the outcome of visits to Clients on the relevant documentation and ensure that any action required to meet the above is relayed to the appropriate member of the Management team.
* Collate information on calls received and maintain detailed and accurate records using the internal IT system (Caras) and also other internal recording methods as specified by the service Operations Manager including complaints and compliments.
* Evaluate all paperwork in the Clients’ home files to ensure that service user information is recorded in line with company policy. Remove and replace used forms as required. When errors are found highlight these to the worker(s) concerned and the Registered Manager.
* Act as a mentor for all members of staff promoting team work and good practice by supporting staff in the workplace.
* Assist the Registered Manager during the induction and probation period of new staff.
* Administer shadow training with new staff and complete probationary paperwork as directed by the Registered Manager
* Contribute to staff probation records of employment and undertake work place supervisions to ensure probationary staff are working to the required level of competency
* Provide ‘hands on’ care services for the purposes of the business as part of this role and carry out the duties of a Community Responder as stated in the job description and person specification to meet the needs of the business.
* Strive to improve services currently provided and to “think outside the box” regarding services that could be provided for individual Clients to meet their desired outcomes and goals.
* Take responsibility for planning own hours of work effectively and in the best interest of the business.
* Complete written reports in a timely manner documenting all relevant information
* Plan your weekly duties accordingly with the guidance of the Registered Manager and present on a weekly basis to the Manager a plan of the duties to be carried out in the next 7 days using the electronic scheduling system.
* Participate in the company’s out of hours service provision on a rota basis.
* Working with the Management Team to deliver the Values of the Company
* To answer the telephone in a friendly and helpful manner before the third ring
* To undertake the role of company champion
* Ensure that there are sufficient supplies of Client folders and assessment packs at all times
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| **Other duties/responsibilities*** To have accurate knowledge of the company including the structure of the organisation and services provided
* To learn company policies and procedures and ensure these are followed continually throughout employment
* To understand and comply with both company and legislative requirements regarding confidentiality and data protection
* To complete all mandatory training, undertake regular updates and maintain awareness of best practice
* Maintain regular, consistent and professional attendance, punctuality and professional appearance and adhere to all company Policies
* To maintain personal and professional development to meet the changing demands of the role. To participate in appropriate training activities and encourage and support staff in their development and training.
* To attend staff meetings as required and attend supervision/annual appraisal meetings with line manager
* To be aware of local and national services and sources of support so that information can be provided to clients upon request
* To represent the company in a professional manner at all times, on the telephone, face to face or in written communication
* To have an understanding of CQC requirements and ensuring that the highest standards of care are maintained at all times
* To ensure the company’s complaint policy and procedures are followed when dealing with any concerns or complaints raised by clients and/or family members
* To undertake health and safety duties commensurate with the post and as detailed in the company’s Health and Safety Policy.
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| **Safeguarding and Safety*** To attend safeguarding training and have knowledge of company and local policies relating to safeguarding
* To have the ability to identify potential or actual abuse, to be able to take appropriate preventative measures and respond to allegations of abuse
* To report any safeguarding concerns, untoward incidents or accidents to your line manager in accordance with company policy
* To identify risk of infection or contamination and alert concerns to your line manager for further assessment
* To ensure equipment is safe and fit for purpose if included in the care plan
* To follow actions identified in risk assessments in accordance with company policies and standard legislative health and safety requirements.
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| **Company Values****Below are our company values that are incorporated into our recruitment process, these are behaviours that are expected from all staff who work at Access Your Care:****Quality of Care** – Treating everyone with dignity and respect, promoting and upholding their rights, privacy, health and wellbeing. Understanding and promoting: equality, diversity and inclusion.**Team Work** - Working effectively with a range of people both inside and outside of the Company ensuring the delivery of safe, high quality care and support; working in a reliable, trustworthy manner, inspiring confidence in others.**Continuous Development** –Identifying and embracing change, readily seeking opportunities to be innovative. Keeping informed regarding Company developments and taking personal responsibility to update own knowledge, skills and experience to improve the quality of care and support provided.**Person Centred** - Listening to and recognising the customers’ perspective and seeking to understand their different needs. Understanding the importance of customer participation and choice, communicating in an effective and empathetic manner.**Integrity** – Honest and open taking responsibility for own actions and ensuring that outcomes are achieved by doing the right thing.**Corporate Behaviours**All staff will commit to:* Act with honesty and integrity at all times
* Demonstrate respect for others and value diversity
* Focus on the customer, at all times
* Make an active contribution to developing the service
* Learn from, and share experience and knowledge
* Keep others informed of issues of importance and relevance
* Consciously review mistakes and successes to improve performance
* Act as ambassadors for the Company
* Use discretion and be aware of issues requiring total customer confidentiality

In addition all managers and supervisors will:* Value and recognise ideas and the contribution of all team members
* Coach individuals and teams to perform to the best of their ability
* Delegate work to develop individuals in their roles and realise their potential
* Give ongoing feedback on performance and effectively manage poor performance
* Provide support and guidance to all team members
* Encourage their team to achieve work/personal life balance

**Key words for Job Descriptions****Administer:** Carry out or regulate operations policies or procedures**Collate:**  Assemble in a proper and appropriate sequence**Compile**: Place information from other documents into a formal order**Coordinate**: Guide, regulate or adjust the inter related and inter independent activities of individuals or functions of a business to attain a common goal**Develop**: To expand or realise the potential of something or bring it to a fuller or better state**Direct**: To personally oversee inspect or guide the work of others with responsibility for ensuring certain standards of performance are met**Evaluates:**  To judge reports, data,plans or performance in relation to established goals policies and standards to compare critically to a standard for suitability**Implement**: To carry out a plan, programme or operation**Instruct**: To impart information systematically **Lead:** To guide or direct others on a course of action or direction without final responsibility for results achieved**Manage**: To guide and coordinate worker activities and organisational policies rules practices methods and statements**Monitor**: To watch observe or check for a specific purpose**Organise**: To take steps to set up a process or procedure**Other words**:CommunicatePlanEvaluate |

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| **Person Specification** |
|  | **Essential** | **Desirable** |
| **Qualifications** |
| NVQ/QCF level 3 or a willingness to achieve level 3 within a year of commencement in post |  |  |
| A minimum of 18 months experience in a similar role |  |  |
| 3 GCSEs grade C or equivalent  |  |  |
| **Experience & Knowledge** |
| Proven experience of working a care environment |  |  |
| Knowledge of the Domiciliary Care sector and Regulations |  |  |
| Previous experience working in care provision in a supervisory/management role  |  |  |
| Knowledge of the importance of Safeguarding Adults at risk |  |  |
| Understanding of the principles of care |  |  |
| Working knowledge of Regulatory Frameworks and processes and documentation |  |  |
| Experience of undertaking Service User needs assessment, care/service delivery plan, risk assessment and review documents  |  |  |
| **Skills & Abilities** |
| Good verbal / written communication / interpersonal skills |  |  |
| Organisational & problem solving skills |  |  |
| Ability to report accurate and factual notes |  |  |
| Ability to recognise and report Health and Safety Issues |  |  |
| Ability to prioritise own workload and meet deadlines |  |  |
| **Personal Qualities** |
| Enthusiastic and versatile Team player committed to the Ethos of the company. |  |  |
| A collaborative, responsive customer approach with a positive attitude |  |  |
| Ability to work flexibly to meet the needs of the business |  |  |
| Ability to work as part of a team and collaborate with other professionals |  |  |
| Self-motivated and willingness to learn |  |  |
| Caring, compassionate and patient nature |  |  |
| **Additional requirements** |
| Full , valid driving license & access to a suitable vehicle |  |  |
| Satisfactory Disclosure and Barring services clearance |  |  |
| Willingness to complete Skills For Care’s Management Induction Standards |  |  |