

**Job Description-Senior Team Leader**

<b>Job title</b>	<b>Senior Team Leader -Care Home</b>
<b>Reports to</b>	Manager (deputy manager in manager's absence)
<b>Accountable to</b>	Manager and nominated individual
<b>Location</b>	Sapphire Court Residential Care 66-68 Cold Bath Road Harrogate HG2 0HW
<b>Qualifications, skills and experience</b>	<p><b>DBS</b> This position is subject to an enhanced DBS</p> <p><b>Qualifications</b> Secondary education qualifications desirable Qualifications relating to adult health and social care desirable</p> <p><b>Skills</b> To have a genuine interest and respect for older people Effective verbal communication skills with residents/staff and visitors Effective written communication skills to maintain accurate and comprehensive care records</p> <p><b>Experience</b> Experience of working as a senior carer is essential Experience of management responsibility is desirable Care home experience is essential</p>
<b>Summary of role</b>	<p>As a senior team leader your role is to support the manager/deputy manager in all aspects of the home's management, including taking temporary charge during the absence of the manager/deputy manager</p> <p>You will work as part of the care team ensuring that care is person centred, meets residents' needs, reflects their choices and preferences and respects their privacy and dignity</p> <p>You will support and monitor all staff to ensure that residents' needs are met/are being met</p> <p>You will always take action to report any concerns regarding resident health/wellbeing or safety and liaise with relevant parties</p> <p>You will act as a lead and/or champion (e.g. dining experience lead, infection control lead, medication champion, staff champion etc.) in the home for the benefit of residents</p> <p>You will work closely with the manager/deputy manager/nominated individual to ensure that the home adheres to all policy/procedure/regulations</p>

	<p>You will contribute to the team effort and maintain a positive working culture in the home</p>
<p><b>Key duties/responsibilities</b></p>	<p><b>Leadership</b></p> <p>As senior team leader you will:</p> <p><u>Assist manager in ensuring compliance</u></p> <ul style="list-style-type: none"> <li>• Always report any concerns, issues, compromise, complaints, deficiency, shortfall etc about the provision of care to the manager/deputy manager/nominated individual immediately due to the fact that the manager has legal accountability and responsibility for the regulated activities in the home and the nominated individual supervises how the home is managed</li> <li>• Promote an open and transparent culture, respecting diversity and working in an inclusive way and notify the manager/deputy manager immediately if there is any compromise of this</li> <li>• Act as a key worker for allocated residents</li> <li>• Act as a lead/champion in the home if required (e.g. in a role such as dining experience lead, infection control lead, staff champion, medication champion etc.)</li> <li>• Assist the senior management team in the home's compliance with all policy, procedure, legal requirements and regulations for the benefit of residents. This will include but is not limited to:             <ul style="list-style-type: none"> <li>➤ Conducting checks/audits</li> <li>➤ Responding to findings on checks/audits</li> <li>➤ Assisting the manager/deputy manager in the investigation of complaints</li> </ul> </li> </ul> <p><u>Manage Staff</u></p> <ul style="list-style-type: none"> <li>• Assisting manager/deputy manager by doing orientation, induction and competency assessments for new staff</li> <li>• Assist with the preparation of the staff rota ensuring the correct number of staff with sufficient experience and skill are on duty in line with the home's dependency tool and taking into account any other material considerations</li> <li>• Report staff absence as per policy and ensure cover is arranged</li> <li>• Provide supervision and support for all staff and act as a role model in promoting safe, effective and quality care</li> <li>• Support and lead by example new and inexperienced staff members with the completion of induction programmes, training and competency assessments</li> <li>• Report any concerns/shortfalls with your own, or other staff members' ability/aptitude/training etc to the manager without undue delay</li> </ul> <p><u>Act as Shift Leader</u></p> <ul style="list-style-type: none"> <li>• Work as shift leader in the absence of the deputy manager/senior carers</li> </ul>

	<ul style="list-style-type: none"> <li>• Lead and participate in effective handovers at the start and/or end of a shift</li> <li>• Lead and participate in flash meetings</li> <li>• Ensure there is effective communication of relevant information at handovers and flash meetings and that such meetings take place and are recorded</li> <li>• Allocate the care of individual/group of residents to staff members based upon individual care needs/staff experience/skill set and key worker role</li> <li>• Ensure that clear and accurate records and communication systems are maintained and effectively used and take action to remedy any deficiencies</li> <li>• Answer the door/telephone in a courteous manner and greet visitors to the home</li> <li>• Provide information to residents and relatives in relation to care, being mindful of confidentiality and resident consent to share information</li> <li>• Escalate concerns about resident health/wellbeing/safety to GP/111/999/manager as appropriate in a timely manner</li> <li>• Liaise with healthcare services when necessary (e.g. at routine reviews by GP/district nurse etc or at additional reviews/out of hours reviews or emergency review), provide relevant information and make appropriate records/referrals</li> <li>• Act as fire marshal and liaise with emergency services in the event of an emergency situation in the home</li> </ul> <p><u>Have financial and property responsibilities</u></p> <ul style="list-style-type: none"> <li>• Be responsible for the care and protection of residents' property</li> <li>• When required receive small amounts of money (no more than £250), bank cards/books from residents, give receipts for all items stored and store in a locked facility</li> <li>• Obtain receipts for all items bought for the home from the petty cash (or other source) and pass these to the manager</li> <li>• Ensure all invoices are passed to the manager for accounting purposes</li> </ul> <p><u>Participate in Marketing</u></p> <ul style="list-style-type: none"> <li>• Participate in marketing the home</li> <li>• Arrange and give tours of the home to prospective residents and their families/friends</li> <li>• Attend marketing events/open days to promote the home</li> </ul> <p><b><u>In addition to the above, as senior team leader you will oversee, promote and maintain the following:</u></b></p> <p><b>Person centred care and dignity and respect</b></p> <ul style="list-style-type: none"> <li>• Promote and maintain the home's mission statement and values</li> </ul>
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	<ul style="list-style-type: none"> <li>• Assist the team in providing quality care to residents dependent on their individual needs, choices and preferences</li> <li>• Ensure that residents are always treated with dignity and respect</li> <li>• Promote our ethos of a caring, comfortable, safe and happy home</li> <li>• Promote resident independence, autonomy, individuality and fulfilment of their goals and aspirations</li> <li>• Promote resident engagement with activities of their choosing in the home and the local community</li> <li>• Arrange suitable activities for residents in accordance with their individual interests/preferences</li> <li>• Participate in the home's clubs for residents and open events</li> </ul> <p><b>Nutrition and hydration needs</b></p> <ul style="list-style-type: none"> <li>• Ensure that all residents' choices are respected and they receive meals/snacks/drinks of their choice at mealtimes and at any point in the day/night where additional food/fluid is offered or requested</li> <li>• Ensure that you and all staff are aware of any resident's allergies and intolerances and that food/drink which is offered is safe for them to eat/drink</li> <li>• Ensure that any resident whose food/fluid needs to be modified in consistency is of the required consistency</li> <li>• Ensure that any resident who is on a fortified diet receives it</li> <li>• Ensure that all staff assist residents with eating/drinking in a dignified manner</li> <li>• Maintain accurate food/fluid charts when indicated</li> <li>• Check food/fluid charts when shift leader and/or when asked to do so by manager/deputy manager to ensure accurate and up to date entries and to report any concerns to manager/deputy manager/GP/111/999 (as appropriate) in a timely manner</li> <li>• Assist manager/deputy manager in assessing residents' nutritional status and MUST score</li> <li>• On occasions when the cook/kitchen assistant are not on duty to prepare light meals/snacks/drinks for residents</li> <li>• Act as dining experience lead and carry out monthly dining experience audit</li> <li>• Report feedback from dining experience audit to manager/deputy manager/catering, domestic and care staff and assist manager/deputy manager in taking action following audit</li> <li>• Liaise with cook/kitchen assistant to ensure that there is always a sufficient stock of food/drink in the home and to take action to order/obtain any shortfalls in food/drink supply</li> <li>• Order routine (e.g. weekly/monthly) supplies of food/drink when asked to do so by manager/deputy manager</li> </ul> <p><b>Safe care and treatment</b></p> <ul style="list-style-type: none"> <li>• Ensure you and staff on your shift follow all home policies/procedures/regulations/accepted practice and care plans when providing care by regular daily (or more frequent) review of care, for example:             <ul style="list-style-type: none"> <li>➤ Assisting residents with personal care</li> <li>➤ Assisting residents with toilet/incontinence needs</li> <li>➤ Assisting residents with moving and handling</li> <li>➤ Ensuring nutritional and hydration needs</li> </ul> </li> </ul>
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	<ul style="list-style-type: none"><li>➤ Ensuring that residents' skin integrity is not compromised</li><li>➤ Caring for residents who are unwell or on end-of-life pathway</li><li>➤ Ensuring effective lines of communication between staff/residents and third parties (taking into account the AIS)</li><li>➤ Ensuring that there is strict adherence to food safety/hygiene practice and infection prevention and control procedures/policies</li><li>• Assist manager/deputy manager in assessing care needs, care planning, care evaluation and reviews</li><li>• Maintain accurate and up to date care records</li><li>• Assist manager/deputy manager in carrying out care plan audits and to make changes to care plans when necessary to ensure care plans remain relevant, up to date and are an accurate reflection of each resident's needs/choices/preferences etc</li><li>• Administer medication to residents safely in accordance with training/policy and procedures</li><li>• Maintain accurate and up to date MAR charts</li><li>• Receive, store or dispose of medication in line with procedure/policy</li><li>• Take action to arrange the dispensing of medication which is prescribed out of hours</li><li>• Take action to obtain a prescription and dispensing of medication when there is a shortfall</li><li>• Maintain a clean and hygienic treatment room</li><li>• Be aware of any risks to resident health/wellbeing/safety and to follow care plans to prevent/minimise harm</li><li>• On identification of any new risks to report these to manager/deputy manager immediately</li><li>• Perform basic observations of blood pressure, pulse, temperature and oxygen saturation when indicated and to report any concerning findings to GP/111/999/manager/deputy manager as appropriate</li><li>• Answer call bells in a timely manner</li><li>• Always to attend emergency call bells promptly to assess the situation and provide help to the resident/administer first aid/BLS and/or make calls for assistance</li><li>• Escalate any concerns with resident health/wellbeing to GP/111/999 (as appropriate) in a timely manner and, if necessary, inform manager/deputy manager without any undue delay</li><li>• Always to act within your own skills and competence and to notify manager/deputy manager of any additional training needs</li></ul> <p><b>Health and safety</b></p> <ul style="list-style-type: none"><li>• Take reasonable care of the health and safety of yourself and all other persons who may be affected by your acts or omissions at work</li><li>• Adhere to and promote the home's policies/procedures/regulations/training and accepted practices</li><li>• Ensure your own personal hygiene and cleanliness is of the highest standard and uniform/PPE is worn as per policy</li></ul>
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	<ul style="list-style-type: none"> <li>• Ensure the home is clean and comfortable and to report any concerns to domestic staff/manager/deputy manager and/or to arrange additional cleaning by domestic staff when necessary</li> <li>• Ensure the home is safe and well maintained and to report any concerns to maintenance person/manager/deputy manager and/or to arrange for outside contractors to come to the home to remedy any defective situation/equipment</li> <li>• In the absence of domestic staff to perform light cleaning and laundry duties to maintain high standards of home presentation and cleanliness</li> <li>• Be aware of the security of residents and the building and ensure that without restricting residents' liberty that you are aware of the location of residents and are satisfied that when residents leave the home they are safe to do so</li> <li>• In cases of doubt when a resident is planning to leave the home and you have concerns for their health/safety/wellbeing you will always report concerns to manager/deputy manager/relevant third party immediately</li> <li>• Ensure that the doors are always locked to preserve the security of the building and all visitors are requested to sign in on arrival and out on departure</li> <li>• Follow all fire policy and procedures</li> <li>• Record and report any concerns regarding, for example, resident health/wellbeing, care, safeguarding, accidents, incidents, near misses, complaints or any other matter of concern in a timely manner to the manager/deputy manager</li> <li>• Understand your duty to whistleblow if you witness bad practice/harm or likelihood of harm to a resident etc</li> </ul> <p><b>Confidentiality</b></p> <ul style="list-style-type: none"> <li>• Ensure confidentiality of resident information and information relating to the home is not divulged to third parties in line with the home's policy/procedures and in line with GDPR requirements</li> <li>•</li> </ul>
<p><b>Supervisory responsibility</b></p>	<ul style="list-style-type: none"> <li>• Give instructions and support to all staff when on duty</li> <li>• Supervise/shadow care staff when on duty</li> <li>• Report any concerns/shortfalls with your own, or other staff members' ability/aptitude/training etc to manager/deputy manager without undue delay</li> <li>• Monitor care/care records and be satisfied that care is being provided in accordance with individual needs, policy, procedure, accepted practices and training</li> <li>• Check that residents' care needs are being/have been met</li> </ul>
<p><b>Training, supervision/ appraisal and meetings</b></p>	<ul style="list-style-type: none"> <li>• Complete all mandatory and additional training (training may be online and/or you may be requested to attend in person) in a timely manner</li> <li>• Follow an induction programme and to work under supervision until adjudged competent to work unsupervised by the manager</li> <li>• Undertake training appropriate to your role and ensure learning is shared and transferred into practice</li> <li>• Attend and participate in alternate monthly supervision with manager/deputy manager</li> </ul>



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	<ul style="list-style-type: none"><li>• Attend and participate in annual appraisal with manager/deputy manager</li><li>• Attend monthly staff meetings in person or remotely</li><li>• At least 80% of staff meetings must be attended per year</li></ul>
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**Qualifications:**

- Strong organizational and multitasking abilities.
- Excellent communication and interpersonal skills.
- Compassionate and patient-centred approach to care.
- Ability to work independently and as part of a team.
- Proficiency in using patient centred software and other administrative tools.
- A commitment to always maintaining confidentiality and professionalism.

**Benefits:**

- Competitive salary and benefits package from GBP 27,500 to GBP 30,888 annually
- Opportunities for professional development and career advancement.
- A supportive and collaborative work environment.
- The chance to make a meaningful impact on patients' lives.

If you are enthusiastic about providing exceptional patient care and have the skills to support the smooth operation of our care home, we invite you to apply for the above position by sending your resume to **info@sapphirecourt.co.uk**