TEAM LEADER

VENTURE HOUSE, PLYMOUTH

£7.78 PER HOUR, 10 HOURS PER WEEK (PLUS 10 HOURS ON CALL PER MONTH)

Sanctuary Home Care prides itself on the quality of service it delivers in the local community. We require a Team Leader to supervise and support a team of Care Workers, your duties will include: coordinating care, office cover, carry out assessments with new service users, deliver hands-on care and assist with managing our "on-call" phone service.

We are looking for experienced, enthusiastic, motivated individuals who will share and promote our vision that people should be looked after with the utmost dignity and respect and be proud of the high quality services we provide.

Ideally you will be qualified to NVQ level 3 in Health & Social Care (or equivalent) or with our support willing to work towards this qualification. You will have good communication skills and the ability to plan and organise your work, proficient computer and administration skills would be an advantage.

Travel is a requirement for this role therefore a full driving licence and access to a vehicle is essential.

Our excellent benefit package includes 28 days annual leave, pro rata (including bank holidays) and a pension scheme.

To apply, please complete an online application or submit your CV and covering letter at www.sanctuary-group.co.uk. For further assistance please contact Sylvia Marsh on 01752 777196 and quote Ref:SHC1168.

Closing date: 5pm on 23rd March 2012

Building Equality and Diversity.

We work closely with the Home Office in order to prevent illegal working.

An enhanced police criminal records disclosure will be necessary in the event of a successful application which we will pay for.

Sanctuary Home Care Limited, an exempt charity, is a subsidiary of Sanctuary Housing Association, an exempt charity.

INVESTORS IN PEOPLE

POSITIVE ABOUT DISABLED PEOPLE

Sanctuary Home Care

ROLE PROFILE REF: HC2F

Role Title	Team Leader
Reporting to	Branch/Deputy Manager
Role Purpose	To supervise and support a team of Home Care Assistants / Care Attendants to ensure a quality domiciliary care service is delivered to clients in the community in line with policies, procedures and the CQC

Key Result Areas (KRA's set out the results that must be produced if the role holder is to be successful in the role. The priority for each KRA may vary from time to time)	**Key Elements** (Key Elements are indicators of performance required to achieve KRAs. The individual elements below may not apply in every situation, nor are they a complete list).	**% Time** (Current priority for each KRA)
Supervise Staff Supervise staff to ensure optimum individual/team performance	• Supervise care assistants and monitor performance • Act as a role model • Undertake and encourage staff induction and training • Keep accurate records • Liaise with line manager, report and document relevant issues	
Service to Clients Ensure satisfactory services are provided	• Assess clients needs, write and update care plans • Monitor services provided • Keep accurate records • Liaise with other staff or clients' advocate, report and document relevant issues • Report complaints to line manager	
Provide Direct Care Ensure the care needs of clients are met	• Deliver 'hands-on' services when required in accordance with agreed care plan • Co-ordinate shift cover	
Health & Safety Ensure health and safety requirements are met	• Promote safe practices and undertake risk assessments • Carry out effective care procedures in accordance with health and safety requirements • Report faults and hazards and inappropriate practice • Adhere to the Health and Safety at Work Act • Ensure that infection control procedures are carried out effectively	

Competencies

(Competencies are a mixture of knowledge, skills and attitude which provide a clear description in simple language of what a person needs to be able to do to carry out his or her job effectively)

Core Competencies (Core competencies apply to all roles. They are common to everyone as they represent the behaviours and personal skills required from all staff)	Level (The levels indicate the performance expected in this role)	Indicators of Expected Performance (A fuller description is contained within our Competency Framework. A copy can be obtained from a Line Manager when you start the job)
Adapt to change *React positively and with enthusiasm to change and improvement. Be willing to adapt to differing work demands and situations*	2	• Prepare for change and its effects • Plan how to implement change • Set realistic time frame for change • Help others to accept change by consulting them and explain the need for change and its benefits • Let others know what's going on • Recognise the impact upon others • Deal effectively with objections/obstacles to change
Communicate well with others *Listen to the needs of others and convey information clearly and accurately*	2	• Listen to others and ask questions to clarify points and sum up to ensure others understand • Be clear, concise, precise, use plain language • Be positive and constructive even under duress; Keep cool under pressure • Put across complex ideas simply both orally and in writing • Show sensitivity and understanding in every situation • Prepare in advance for discussion, identify key issues and develop valid responses • Achieve a constructive conclusion, even in difficult situations • Effectively use a wide range of communication tools and techniques • Ensure that any special communication needs are met • Provide reasoned, logical argument
Get the best out of self and others *Continuously strive to improve ones knowledge, skills and abilities to produce the best results. Motivate, guide and support others to develop*	2	• Agree and set clear objectives for staff and carry out regular performance development sessions • Be fair, consistent and unbiased in managing staff taking into account their differing backgrounds, skills and experiences • Be approachable, supportive and keep confidences to build working relationships based on trust • Give credit where credit is due; make others feel valued • Know how to motivate people and build teams, create enthusiasm and commitment • Recognise potential in others and encourage self development • Provide regular constructive feedback
Impress the customer *Ensure service provided consistently meets customer needs*	2	• Encourage and support staff to be client focused and creatively deal with queries/issues • Seek and monitor satisfaction levels responding appropriately • Review existing practices and procedures in customer service, to ensure they are accessible to everyone, take into account any special needs they may have • Offer a responsible service tailored to client needs • Ensure delivery of a top quality service • Make clients aware of what else they might need or may be useful • Successfully attract new customers • Deal effectively with complex and sensitive issues
Work well with others *Contribute towards working as part of a team and involve others through liaising and building trust*	1	• Know when you have the power/authority to make decisions and when to seek help • Be flexible • Share credit and responsibility • Share ideas, skills and knowledge • Work towards the common goals of the team • Be prepared to listen and support other team members and staff in the wider organisation • Understand own/others roles and impact upon each other • Be aware of own role in organisation and how it contributes to organisation strategy

Role-specific Competencies (Role-specific competencies are those Competencies which may apply specifically to the role)	Level (The levels indicate the performance expected in this role)	Indicators of Expected Performance (A fuller description is contained within our Competency Framework. A copy can be obtained from a Line Manager when you start the job)
Make decisions and implement solutions *Reach decisions to resolve problems*	1	• Make realistic, workable and timely decisions and know when need more time to make the decision • Be aware of the consequences/knock on effects of decision/problem • Accept could get it wrong • Be able to identify, describe and define the problem • Prepare to make the decision/solve the problem, seeing it through accepting full ownership • Engage in meaningful consultation and check all facts before making the decision
Plan and organise effectively *Plan, prioritise and think ahead to maximise efficiency and meet deadlines*	1	• Identify priorities and work within deadlines • Think ahead • Be realistic about the time it takes to do things • Monitor progress to keep on track towards objectives and review plans • Have a plan B • Ask for help to decide priorities when there are conflicting demands • Be aware of impending tasks and targets • Document work so others can take over in absence

Expertise in Role (Role-related knowledge, skills & experience required at selection) (Whilst it is preferable to appoint a candidate who meets all the requirements below, consideration may be given to a candidate who displays potential to achieve the required expertise within a reasonable timescale. In these circumstances skills, knowledge or experience in other areas will normally exceed the levels stated below)
Clinical/technical skills/knowledge and/or functional experience for the role: • Minimum of 1 years experience in a domiciliary care environment • Good communication skills including clear written and spoken English
Relevant clinical/technical, vocational or educational qualifications for the role: • Qualified or working towards Level 3 Diploma in Care • Qualified or working towards QCF Assessor • Extensive travel, Drivers Licence Required
Knowledge of software packages: • N/A
Staff management skills/experience: • Evidence of achievement in directly supervising staff desirable

Initial Induction & Training Required

(Induction or initial training requirements including organisational and local knowledge, procedures, systems, contacts etc)

- Sanctuary Home Care Induction Programme undertaken
- Individual training in policies, procedures and service standards
- Establish relationships with key contacts
- Understands own role and objectives

Estimated time to complete initial induction & training 6 months

How would trained & proficient performance be displayed?

(After completion of initial induction & training and after a further period of time in the role (normally at least equal to the period of the induction and training), the role holder should be able to demonstrate the following:)

- Maintains consistent output
- Achieves expected objectives and consistently demonstrates competencies for the role
- Demonstrates an understanding of procedures/processes and applies these effectively
- Demonstrates an understanding of the role within the business objectives
- Keeps up to date with changes to work practices/initiatives and applies them
- Knows who to ask and where information/source of advice can be obtained
- Effectively handles requests/complaints within a set area of work

Significant Contacts

Significant Contacts indicate the level of responsibility for communication carried out by this role

Level	Description	Service Users	%	Internal	%	External	%
1	Routine Information Exchange	✓		✓		✓	
2	Agreeing and Interpreting	✓		✓		✓	
3	Leading and Influencing						

Working Environment

(Specific features of the working environment that distinguish the role from the general range of roles in the organisation)

- Community based, working independently or as member of a team
- Occasional out of hours – participation in on-call rotas
- Proportion of working hours could be spent as lone worker
- Required to maintain a high level of confidentiality at all times