

## JOB ROLE PROFILE AND PERSON SPECIFICATION

**Post Title and Number:** Team Leader

**Present Grade:** SO1

**Dept:** Independence and Well Being Enfield

**Service/Section/Team:** Bridgewood Nursing Home

**Reports to (title):** Registered Manager

**Standard hourly rate:** £15.86

Please complete your C.V detailing work experience and qualifications and email to talent@iwenfield.co.uk

All areas will be explored further if your application proceeds to interview stage.

**Please note this work is being offered on an “as and when” basis and you will not be an employee of Independence & Well Being.**

We look forward to receiving your application.

### Purpose of the Role:

- To assist with the effective and efficient delivery of the service in line with relevant policies and guidelines and legislation
- To ensure the service assists in promoting the independence and wellbeing of residents through person centred approaches
- To ensure that the service meets the standards set by IWE and external bodies with quality standards relevant to the service.

### Dimensions including Structure Chart:

**1. Annual budgetary amounts with which the role is either directly or indirectly concerned:**

None.

**2. Number of direct reports:**

8-12

**3. Nature of reporting relationship between post holder and line manager**

- Report to the Home Manager
- Represent the service as required
- There may also be contact, dependent upon urgency, with the Registered Manager and wider IWE managers.

**4. Any other relevant statistics**

### Information

70 Bed Nursing Home, 6 Units, 100 staff

**Key Accountabilities:**

<b>Accountabilities</b>	<b>Percentage of Time (%)</b>
<p><b>1. Management</b></p> <ul style="list-style-type: none"> <li>• Under the direction of management, co-ordinate, supervise, advise and assist health and care staff with their duties</li> <li>• Assist management in the recruitment, selection and induction of new staff</li> <li>• Supervise staff in relation to their day-to-day practice, with a particular focus on promoting the maximisation of service-users' independence</li> <li>• Manage the preparation of work rotas, ensuring the most effective and efficient use of resources</li> <li>• Ensure that Professional Boundaries are adhered to, as specified in the Code of Conduct</li> <li>• Monitor and approve staff hours worked, annual leave and other payments as required</li> <li>• Take part in a rota system for supporting the service outside of office hours if required</li> <li>• Ensure that the people and resources within area of responsibility are effectively and efficiently managed to balance need and risk whilst achieving the delivery of council objectives and the best possible outcomes for service users and their carers</li> <li>• Ensure decisions that may involve issues of risks and safety and have significant resource implications</li> <li>• Contribute to the effective delivery of the service in line with CQC standards</li> </ul>	25%
<p><b>2. Quality</b></p> <ul style="list-style-type: none"> <li>• Ensure that all enablement interventions are provided to a high quality and are person-centred to promote independence as far as possible</li> <li>• Be responsible for implementing quality assurance systems within area of responsibility in line with registration requirements</li> <li>• Participate fully and ensure standard are adhered to and make a major contribution to external audits/inspections.</li> </ul>	10%

<p><b>3. Policy Implementation</b></p> <ul style="list-style-type: none"> <li>• Keep abreast of relevant policy developments and legislation</li> <li>• Implement the Safeguarding Adults policy &amp; procedure and support staff through the process</li> <li>• Implement and adhere to HR Policies &amp; Procedures, including disciplinary / grievance investigations in line with the Council's Scheme of Delegation</li> <li>• Ensure Health and Safety policies are implemented and adhered to.</li> </ul>	10%
<p><b>4. Monitoring</b></p> <ul style="list-style-type: none"> <li>• Monitor sickness in accordance with the Group's Managing Absence Policy and in liaison with management</li> <li>• Monitor the quality and effectiveness of enablement interventions via spot checks, checking progress notes, feedback from customers and their carers, and service reviews</li> <li>• Report to the Managers on staff performance and training needs for their group and for individuals.</li> </ul>	15%
<p><b>5. Data recording</b></p> <ul style="list-style-type: none"> <li>• Maintain records in accordance with the Social Services Group recording policy</li> <li>• Make effective use of the Group's Information Technology systems and ensure information in relation to service user records are kept up to date.</li> </ul>	10%
<p><b>6. Service Development and delivery</b></p> <ul style="list-style-type: none"> <li>• Arrange individual interventions which promote the independence and choice of the resident as far as possible</li> <li>• Specify the levels and types of intervention based on assessments of need</li> <li>• Maintain up to date knowledge and ensure that staff make recommendations for equipment, including telecare to maximise the effect of interventions</li> <li>• Ensure the transmission of information and reinforce the guidance given by professionals</li> <li>• Ensure ongoing review and adjustment of enablement interventions for service users</li> <li>• Refer residents to other services where appropriate</li> <li>• Investigate service failures and carry out appropriate action to remedy, ensuring that all complaints are logged and referred to managers as necessary</li> <li>• Participate in the rota to meet the needs of the units</li> <li>• Other tasks may be required in order to meet</li> </ul>	30%

<ul style="list-style-type: none"> <li>business needs</li> <li>• Liaise with and maintain effective working relationships with other professionals as appropriate.</li> </ul>	
<p><b>7. Any other duties requested by management</b></p> <ul style="list-style-type: none"> <li>• The post holder may be required to undertake this role in another service area if business needs change.</li> </ul>	
<p><b>8. Carry out all accountabilities in compliance with the Council's Policies and Procedures</b></p>	

### **Key Relationships (Internal and External):**

The post holder will be required to work with:

- Service users, families and their visitors
- Care, nursing and ancillary staff
- Other members of staff in IWE
- Health colleagues
- Local community groups
- Voluntary organisations
- Providers
- Carers
- Council departments

### **Equality and Diversity:**

IWE has a strong commitment to achieving equality in its service to the community and the employment of people and expects all staff to understand, comply with and promote its policies in their own work.

### **Health and Safety:**

The post holder shall ensure that the duties of the post are undertaken with due regard to the IWE Health and Safety Policy and to their personal responsibilities under the provisions of the Health and Safety at work Act 1974 and all other relevant subordinate legislation.

For a more detailed definition of these responsibilities, refer to the current versions of the Corporate Health & Safety Policy, Group Safety Policy and staff information leaflet entitled "Health & Safety Policy; Guidance on Health & Safety Responsibilities".

### **Corporate Health and Safety Responsibilities**

All staff have personal responsibilities to take reasonable care for the health and safety of themselves and others. This means:

1. Understanding the hazards in the work they undertake;
2. Following safety rules and procedures;
3. Using work equipment, personal protective equipment, substances, and safety devices correctly; and
4. Working in accordance with the training provided and only undertaking tasks where appropriate training has been received.

Staff shall co-operate with IWE by allowing it to comply with its duties towards them. This requires staff to:

- take part in safety training and risk assessments and suggest ways of reducing risks; and
- take part in emergency evacuation exercises.

Staff shall report all accidents, 'near miss' incidents and work related ill health conditions to their manager/supervisor/team leader.

Staff shall read the Corporate Health & Safety – Organisation Part B Policy to ascertain and understand their responsibilities as an employee, line manager, of IWE.

#### **Information Security:**

In order to protect the confidentiality, integrity and availability of Council information, including information provided by customers, partner organisations, and other third parties, where applicable, employees will comply with the Council's Information Security Policy.

#### **Statement of Commitment to Safeguarding of Children and Vulnerable Adults through safer employment practice:**

Independence & Well Being is committed to safeguarding and promoting the welfare of children and vulnerable adults. Safe recruitment of staff is central to this commitment, and the Company will ensure that recruitment policies and practices are robust, and that selection procedures prevent unsuitable people from gaining access to children, young people and vulnerable adults. All staff employed to work with or on behalf of children and young people in the Company must be competent.

All staff working with Children & Vulnerable Adults should be aware of and share the commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults when applying for posts working with Independence & Well Being.

## PERSON SPECIFICATION

**Job Title:** Team Leader

**Grade:** SO1

**Department:** Independence and Wellbeing Enfield LTD

**Team:** Bridgewood

	<b>HOW TESTED</b>
<b>Job Specifics – Skills, Experience, Knowledge, Behaviours</b> (You are not restricted to 2 criteria for each category)	Application – A Test – T Interview – I
<p><b>Skills and Competencies</b> (In this section you should list between <b>4</b> and a maximum of <b>8</b> essential recruitment and selection criteria and <b>2</b> desirable criteria)</p> <p><b>Essential:</b></p> <ol style="list-style-type: none"> <li>1. Awareness, experience and commitment to the service and meeting the needs of vulnerable older people with dementia and other conditions through care planning, positive approaches and risk management</li> <li>2. Ability to communicate clearly and effectively both orally and in writing, including report writing and IT</li> <li>3. Ability to work with customers to ensure their physical and emotional needs are being met</li> <li>4. Ability to work within a performance management environment and ability to support junior staff and the wider team</li> <li>5. Ability to work in partnership with carers and families and liaise with other staff /agencies to ensure that the needs of the service user are met</li> <li>6. Ability to work using own initiative as part of a team while managing workload efficiently, prioritising work and adopting a flexible approach to changing and competing demands.</li> <li>7. Experience of and ability to implement and monitor quality standards related to the provision of CQC services</li> <li>8. Ability to contribute to the management of resources within the home and working within a budget</li> </ol> <p><b>Desirable:</b></p> <ol style="list-style-type: none"> <li>1. Experience of Person Centred Planning</li> </ol>	<p>A &amp; I A, I &amp; T A &amp; I &amp; T A &amp; T A &amp; I A &amp; I A &amp; I A &amp; I</p>

<p><b>Experience and Knowledge</b></p> <ol style="list-style-type: none"> <li>1. Experience of working with a range of adults with different levels of needs</li> <li>2. Knowledge of relevant legislation, policies and guidance that underpin the service</li> <li>3. Knowledge of resources to support the provision (e.g. Telecare, equipment and other interventions)</li> <li>4. Involvement in recruitment, managing staff including the scheduling of work, performance management and staff development within a residential setting</li> </ol>	<p>A &amp; I A &amp; I A &amp; I A &amp; I</p>
<p><b>Essential Qualification(s)</b></p> <ol style="list-style-type: none"> <li>1. Minimum NVQ/QCF3 in Health and Social Care or an equivalent</li> <li>2.</li> </ol>	<p>A</p>
<p><b>Other Special Requirements</b></p> <ol style="list-style-type: none"> <li>1. Ability to work on a rolling rota including shifts, weekends and bank holidays</li> </ol>	<p>AI</p>
<p><b>Behaviours</b></p> <p>Appropriate behaviours are key to the delivery of our vision for Enfield.</p> <p>We want staff who will work collaboratively, flexibly and constructively, and exhibit this ethos in all their dealings with residents, colleagues and partners. Our leaders will be exemplars of the following behaviours and encourage them in staff at all levels;</p> <p><b>Takes Responsibility</b> We want staff who are willing to make decisions and be accountable for them. Staff should have a positive can-do attitude where they see problems as challenges which can be overcome. They should accept responsibility for service delivery, be clear about their service offer and deliver what they promise.</p> <p><b>Is Open, Honest and Respectful</b> We want staff who are comfortable and confident to acknowledge the difficulties and the barriers they face. They should also be able to constructively challenge the way things are done where there is evidence that it impedes service delivery. Challenge should be conducted in a professional, courteous manner with the aim of reaching a mutually agreeable resolution.</p> <p><b>Actively Listening and Learning</b> We want staff who are prepared to actively listen and reflect on customer concerns with a view to understanding the customer's</p>	<p>AI</p>

point of view. Staff should be able to receive constructive criticism and be prepared to adapt the way they operate and deliver services where appropriate.

**Working Together to find solutions**

We want staff who can work collaboratively with other departments and partners, freely sharing their knowledge and skills to identify solutions to address customer concerns.

Candidates: Please ensure you address these behaviours in your responses to the essential and desirable (if applicable) criteria above.