

Job Description

Job title	Team Leader	Job family	Craegmoor
Reporting to	Service Manager	Job code	SS/015
Location	Various across division	Evaluation Date	01/10/2015

Main Purpose

To assist the Manager, Assistant/Deputy Manager of the Service, working as part of a multi-disciplinary team. To provide a professional, high quality service that enables service users to achieve their aspirations and goals through empowerment and putting the service user at the centre of all we do, ensuring safety at all times. To assist with the management and supervision of the staff team

Key Accountabilities

Quality

1. Organises, co-ordinates and monitors the delivery of the unit's care programme ensuring individual care plans are conducted and completed in accordance with the company's policies and to agreed quality standards.
2. 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.
3. Supervises the reception, orientation and induction of new service users ensuring they are comfortable and familiar with the environment and to impart essential information to their families and or carers.
4. Supervises the effective, timely and accurate updating of service users' records, case files and computerised information systems while responding to the more complex enquiries in accordance with policies and procedures.
5. Observes and monitors the well being of service users ensuring that any unusual physical, mental or emotional occurrences are promptly referred to more senior staff and documented as appropriate.
6. To undertake keyworking responsibility for individual service users, supporting the individual to plan goals and personal outcomes and ensure that these are comprehensively documented and reviewed.
 - Maintain an awareness and keep updated with the latest initiatives, sharing new ideas with the management and colleagues in order to improve the lives of the service users.
 - Liaise with external professionals as required
 - Represent the departments at meetings both internally and externally as required
 - Participate in the out of hours on call rota and respond as required
 - Create and maintain a stimulating, warm, friendly and safe environment for the service user to live in
 - To ensure the general cleanliness and tidiness of the service user's home; to include household tasks and laundry as required

Innovation

7. 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

8. 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 & Skills

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

Experience

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

Autonomy & Impact

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 service user care plans will be referred to the role holder's manager.

Intelligent Problem Solving

The role holder plans, organises, supervises and evaluates the work of service user 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.

Responsibility

Staff

Responsible for the day-to-day supervision of a small team of service user 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 & Interaction

The nature of the role necessitates frequent interaction with service users, 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 service users.

Working environment

The problems faced by service users 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 Company Values

Competency	Req'd Level	Descriptors
Quality - Of care, treatment, of facilities and of staff	3	<ul style="list-style-type: none"> ✓ Checks quality of own work ✓ Follows procedures ✓ Corrects errors and mistakes ✓ Complies with relevant regulatory and statutory requirements
		<ul style="list-style-type: none"> ✓ Double checks accuracy of own and work of others ✓ Carefully monitors and checks the accuracy and quality of others' work ✓ Values the input and expertise of colleagues ✓ Keeps clear, detailed records and files
		<ul style="list-style-type: none"> ✓ Introduces new systems and processes to improve quality ✓ Highlights shortcomings in processes, investigating unusual behaviour and identifying underlying causes ✓ Introduces performance standards and relevant KPIs to improve the quality of processes and outputs ✓ Tests out hypotheses using modelling techniques to make predictions and forecasts ✓ Develops broad plans to take into account risks, conflicts, resources as well as timescales
Innovation - Being forward thinking and thought leaders	2	<ul style="list-style-type: none"> ✓ Adapts new services already introduced in other areas within the group ✓ Amends these services to suit the needs of the local service
		<ul style="list-style-type: none"> ✓ Proposes new services to regional management, taking into account the local needs of the area ✓ Assists and supports regional management with developing and implementing these new services
Value - Due to transparency and flexibility	2	<ul style="list-style-type: none"> ✓ Prices services in line with local needs ✓ Reacts to local feedback regarding pricing of services
		<ul style="list-style-type: none"> ✓ Regularly reviews services and price points adjusting where appropriate ✓ Adjusts prices in line with demand for services