

# Clifton Homecare Limited PJ04 Job Description – Team leader – Version 3

---

## **JOB DESCRIPTION**

**Employee Name:**

**Job Title – Team Leader**

**Reports to Assistant Manager (ultimately the Registered Manger, Quality Assurance Manager and Managing Director)**

**Issue Date:**

## **Summary**

To provide clients with care which is of an outstanding standard, as would be expected for themselves and/ or a member of their own family. It is essential that every employee of Clifton Homecare understands and respects the company vision; to be an exceptional health and social care leader, maximising wellbeing for all. In addition, the company values and relevant framework and key performance indicators will be used to monitor performance and compliance. It is therefore essential to understand our company values and ensure compliance at all times:

### **Learning, Growth & Development**

Continuous professional development is taken seriously by the team at Clifton Homecare.

The care team receive regular high-quality training in many relevant areas, in addition to the mandatory subjects.

This continuous development helps to ensure care staff are knowledgeable, which in turn maximises confidence and competence levels for all.

Individual team members are supported, whether they be 16-year-old apprentices or employees in their 70's.

Ambitious people are welcomed into the team they are encouraged and supported to develop themselves on both a personal and professional basis.

### **Inclusivity**

Being fully aware of the risk's social isolation present, the team at Clifton Homecare are passionate to provide opportunities for all.

Social outings are organised regularly either on an individual, small group or a larger group basis. Service users are also given the opportunity and support to go away on holiday with likeminded people.

# Clifton Homecare Limited PJ04 Job Description – Team leader – Version 3

---

Clifton Homecare have an adapted mini bus to help ensure that less mobile/ wheel chair dependant service users can participate in these activities.

Individuality is celebrated, and person-centred care forms the basis of the care we provide.

## **Honesty and Transparency**

Here at Clifton Homecare, honesty and transparency is at the heart of everything we do.

We work with an open culture which ensures that we share any concerns or issues in a way which enables continuous improvement and service development.

This ensures that our team develops and improves our service delivery to benefit our service users and their families.

Team leaders must supervise care provision and mentor employees to ensure they work to company standards. They must undertake training and development on a regular basis to maintain and improve practice and keep current. To maintain Continuous Professional Development (CPD), to adhere to and promote to company policies and procedures, agreed standards, legislative requirements, relevant regulations under the direction of the registered manager and registered provider and within the financial plans. To provide out of hours (evenings, night time and weekends) on-call service on a rota basis to provide support to employees and clients.

Team leaders will be supported where possible by Senior Care Assistants, therefore must delegate work duties and tasks to ensure timely completion and to encourage the development of colleagues.

## **Location**

Clifton Homecare Ltd covers the South Fylde locality; areas such as but not limited to; SouthShore; Blackpool, St Annes, Ansdell, Lytham, Warton, Freckleton, Wrea Green, Kirkham, Newton, Treales, Clifton, Singleton, Elswick, Staining. The office base where training and meetings will be scheduled is: Clifton Homecare; 30 Orchard Road, St Annes, Lancashire, FY8 1PF.

## **Main Duties**

### **Working within the organisation:**

- Develop effective working relationships with Clifton Homecare care and administration colleagues and senior managers.

## Clifton Homecare Limited PJ04 Job Description – Team leader – Version 3

---

- Be flexible with working hours, assist company where possible, to cover sickness or annual leave requests.
- Support an open, positive and inclusive working culture; ensuring colleagues are supported and encouraged to manage working arrangements which enable work/life balance and have the courage and opportunity to speak up and raise concerns/complaints.
- Work within and promote the company's policies and procedures.
- Participate in and support organisational goals, business and quality objectives and minimise legal risks. This will be agreed annually with the senior team.
- Support and work under direction of the Quality Assurance Manager ensuring compliance with the company's quality assurance programme.
- To oversee new care packages and clients with more complex needs to ensure compliance with task completion and safety for all. It is imperative team leaders have the skills to support a wide range of clients and can build effective relationships quickly as this will help ensure wider colleagues have the ability to provide high quality care and support services.
- Work in a cost-effective manner; ensuring compliance with environmental, social governance (ESG) whilst promoting ESG to colleagues and external stakeholders.
- Systematically solve day to day issues which arise with clients, family members and colleagues.
- Ensure confidentiality with regards clients and company information at all times. This includes trade secrets and the reporting of any breaches in a timely manner in order to protect business interests.
- Ensure knowledge and understanding of Safeguarding legislation and requirements.
- Ensure compliance with the Mental Capacity Act 2005, upholding client rights in relation to The Human Rights Act and Mental Capacity Act.
- Comprehensively understand the role of CQC and the single assessment framework, in order to help train new employees and raise awareness at all appropriate opportunities.
- Support timely and accurate management of medication, support with the completion of medication audits and ensure accurate completion of MAR sheets. Team leaders also require a good understanding of the different types of medications and their uses.
- To ensure compliance with moving and handling training, supervising colleagues when providing care to clients with complex needs to help ensure safety for all concerned.
- To assist with rota formulation when working in the office or providing on-call support.
- To provide on-call support out of hours to support our staff team and clients with urgent or emergency queries.

## Clifton Homecare Limited PJ04 Job Description – Team leader – Version 3

---

- To complete formal supervisions and spot checks on colleagues as per requirements (usually *planned* for quarterly requirement, note some supervisions or spot checks will be according to business risk).

### **Provision of care services:**

**As a team leader you will be required to carry out the following duties and supervise other employees completing such tasks also. See JD04 Domiciliary Care Assistant:**

- Provide assistance with personal care as per the care plan. This will include washing, dressing, washing and styling hair, skin care, application of make-up and shaving.
- Medication prompts and administration.
- Meal preparation and assistance with eating and/or drinking.
- Grocery and/or other shopping.
- Domestic duties.
- Taking clients out either on an individual or group basis.
- Safeguarding of clients and families; ensuring whistle-blowing is carried out when concerns arise.
- Report writing and accurate completion of Medication Administration Records (MARs).
- Promotion of human rights, equality and diversity, dignity, respect and person-centred care.
- Maintain confidentiality and ensure compliance with regards to the General Data Protection Regulations (GDPR).
- **Liase and work with a wide variety of people such as health Care professionals, CQC and other regulatory authorities, families and other care providers as required.**
- **To assist with care plan completion, maintenance and risk assessment completion.**
- Encourage clients to maintain independence, using a strength-based approach and promote rehabilitation where possible.

### **Professional Long Term Care Leadership:**

- Encourage innovative methods for the delivery of care; including the use of technology and digital systems.
- Encourage health promotion within care strategies; ensuring making every contact count and purposeful conversations with clients take place and are documented appropriately. This includes goal setting and promoting re-evaluation of goal achievement.
- Seek continuous opportunities for personal and professional growth.

# Clifton Homecare Limited PJ04 Job Description – Team leader – Version 3

---

- Promote a positive image for prospective clients and employment within Clifton Homecare.

## **Human Resources:**

- Support the induction, training, mentoring and evaluation of all new employees.
- Ensure adherence of policies and procedures at all times.
- Support effective resolution of team conflicts.
- Support a work atmosphere which engages and motivates colleagues, ensuring high quality employment opportunities.
- Support and maintain a culture of performance and excellence.

**Clifton Homecare aims to provide clients with a level of care that we would be happy with for ourselves or a member of our family. We are a family-run company with high standards and expect our employees to support our company ethos and work to the same high standards. Welcome to the team!**

**For further information please refer to policies and procedures such as:**

Moving and handling

Business Gifts

Car usage

Infection, prevention and control

Mental Capacity Act

Duty of Candour

Confidentiality

Medications

GDPR

Health and Safety

Environmental

Hazard Reporting

## Clifton Homecare Limited PJ04 Job Description – Team leader – Version 3

---

Fire

Oral Health

Annual holiday

Sickness

Equality and Diversity

Whistleblowing

Discipline

Relationships and Sexuality

Safeguarding of Adults

Safeguarding Children

# Clifton Homecare Limited PJ04 Job Description – Team leader – Version 3

---

## **Job Specification**

### **Essential:**

1. Full Driving license and have a mode of transport for out of hours work.
2. Be able to provide out of hours support to employees and clients on a rota system.
3. To be flexible and assist with covering sickness and annual leave hours.
4. To hold QCF Level 2 qualification in Health and Social Care or be near completion of (this will require written clarification by your QCF assessor).
5. If not achieved QCF Level 3 qualification in Health and Social Care the applicant must be committed to complete this within 12 months of starting the Team leader role.
6. Current/ in date Safeguarding knowledge, this will be assessed.
7. Be providing a high standard of care already in line with company policies and procedures.
8. The applicant must not have any current disciplinary issues held on file.
9. There must not be any performance related issues to be held on file for the applicant.

### **Desirable:**

1. QCF Level 3
2. To have held a supervisory or team leader role prior, whereby employees have been supervised in their everyday work.