

ROLE PROFILE

Role Title:	Team Leader
Department:	Retirement Living and Care Services
Role Purpose:	To ensure that the scheme's services are promoted within the local community. To explore and develop appropriate partnerships to support the overall delivery of services delivered to our customers. To work as a team and to promote a customer centred approach to care and support planning. To develop the service in line with corporate strategic targets.
Reporting to:	Scheme Manager
Responsible for:	Care and Support Workers
Disclosure level:	Enhanced DBS
Role Level:	Frontline Worker

Key Role Responsibilities	To ensure through monitoring and supervision that the staff team within the scheme meets the needs and requirements of the customers through: Care Plans, policies and procedures, guidelines and instruction in the following areas: Personal and Intimate Care, Dignity and respect, Medications, Family liaison, Medical care appointments and check ups. Finances, Leisure activities, Cultural and religious needs, Personal relationships and sexual expression, Mobility and manual handling, Physiotherapy, Communication and choice making, Safeguarding, general wellbeing and Housing related support.
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Education, Qualifications and Training	A minimum of NVQ2 or equivalent and willing to work towards NVQ3.
Knowledge and Experience	Understanding of CQC domiciliary care standards. Knowledge / understanding of the needs of older people. Housing management / related support.
Role Specific Skills & Behaviours	Communication: Ability to communicate respectfully and appropriately with customers, colleagues and other persons in connection with position. Demonstrate good levels of written and verbal communication.

	A practical working knowledge of Microsoft Office and other applications. To be able to prioritise workloads and meet set deadlines. To have a flexible approach of working. To have commitment to delivering a high quality service. Understanding of and commitment to the principles of equality and diversity.
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