Tao Complex Care
12 Granby Road, Harrogate
North Yorkshire, HG1 4ST

0330 174 2697
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taocomplexcare.co.uk

Team Leader/Senior Support Worker

Job Title
Team Leader/Senior Support Worker
Responsible For
Support Workers, and all operational care staff.
Purpose of Position
The Team Leader/Senior Support Worker is a "hands-on" member of the management team responsible for planning, organising and checking (including the carrying out of spot checks) that care services are provided in line with service agreements and Support Plans and to the standards required.
Principal responsibilities
The post holder will be expected to:

- Carry out needs assessments as required and draw up individual Support Plans
- Make all necessary arrangements for starting a service
- Supervise Support Workers and teams in carrying out their work, proving advice and guidance as needed, including demonstrating procedures, coaching and mentoring
- Be available to Support Workers seeking advice and guidance on issues arising
- Provide direct care in emergencies
- Carry out spot checks of Care & Support delivery and report findings to the service management
- Visit service users to get their views on the service being provided and to act on any issues arising
- Carry out preliminary investigations of concerns, including safeguarding issues, and complaints that arise in the course of service delivery and report their findings to the service manager
- Assist with staff induction and training as required, and in the cases of new staff, assess their fitness to work alone
- Organise care reviews and be responsible for implementing any changes to Support Plans
- Liaise with other professionals involved in a person's care
- Work closely with the service's management team to help it with its quality improvement and business planning strategies
- Engage in their own continuing professional development through relevant training, including specialist training, and qualifications
- Act as an ambassador for the care service, particularly in its dealings with other professionals and agencies involved in a person's Care & Support
- Work as a team member and be prepared to be flexible in helping to meet the service's requirements.

Key Qualities

- Minimum 2 years' experience in a similar health & social care role
- Previous experience in care work with all the essential personal qualities and relevant qualifications (certificate/diploma) at the appropriate level.
- Positive mindset
- Leadership skills
- Great team player with excellent communication skills
- Experience in Rota planning using staff roster software
- Looking to progress their career or have coordinated in other sectors

- Enjoy working in a team
- Ability to provide excellent customer service
- Ability to monitor care packages and Support Plans
- Knowledge and experience of CQC standards and CQC Compliance
- Knowledge of management systems and care coordination

Desirable Qualities

- NVQ/QCF Level 3

GENERAL RESPONSIBILITIES: POLICIES AND PROCEDURES

The post holder is required to familiarise themselves with all policies and procedures and to comply with these at all times. Failure to comply with any of these policies may result in disciplinary action up to and including dismissal. These have been agreed with staff and Staff Side and are as follows:

- Treat others as you would like to be treated;
- Listen to and support others and make time to do so;
- Seek, acknowledge and value others' experiences and contributions;
- Acknowledge others' beliefs;
- Be courteous and considerate to all;
- Treat others fairly and equally;
- Be honest and trustworthy and act with integrity;
- Encourage others to treat all staff with respect;
- Challenge the behaviour of staff who do not show respect to others.

CONFIDENTIALITY & DATA PROTECTION

The post holder must maintain the confidentiality of information about patients, staff and other health service businesses and meet the requirements of the Data Protection Act 2018 and the General Data Protection Regulation (GDPR) at all times. The post holder must comply with all company Information and Data Protection policies at all times.

HEALTH AND SAFETY

Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974) and any subsequent relevant legislation and must follow these in full at all times including ensuring that they act in line with all agreed procedures at all times in order to maintain a safe environment for patients, visitors and staff. Failure to comply with these policies may result in disciplinary action up to and including dismissal.

MANAGING STRESS

TAO Complex Care Limited has an agreed policy & procedure which links with a range of services and arrangements for staff to manage stress. All staff are required to familiarise themselves with the policy and services to best manage their own and their colleagues' stress.

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HEALTHCARE ASSOCIATED INFECTIONS (HCAIs)

All staff have a responsibility to act and follow all instructions to protect patients, staff and others from HCAIs. All staff are required to follow the Hygiene Code and all company policies and procedures related to it and the Health Act 2006. Failure to comply with any of these may result in disciplinary action up to and including dismissal.

EQUALITY & DIVERSITY

TAO Complex Care Limited has adopted a Managing Staff Diversity Strategy & Policy covering all of its staff and it is the responsibility of all staff to comply with these requirements at all times. The key responsibilities of staff under this Strategy and Policy are set out in the Code of Conduct for Employees. Failure to comply with these policies may result in disciplinary action up to and including dismissal.

FLEXIBILITY

This job description is intended to provide a broad outline of the main responsibilities only. The post holder is required to be flexible in developing their role in agreement with their designated manager. In addition, they may be required by their manager to carry out any other duty commensurate with their banding and expertise.

Reports to: Deputy Manager
Direct Reports: Support Workers
Location: Community-Based / Care services
Salary: Dependent on experience
Hours: Full Time (including on-call responsibilities as required)