

| Job title | Care Supervisor (Team Leader) |
|----------------------------|---------------------------------------|
| Location | Dundee and surrounding areas |
| Responsible to | Service Manager |
| Responsible for | Team Carers, Seniors and Coordinators |
| Hours of work | Salary based on 37.5 hours per week |
| Holiday entitlement | 5.6 weeks (pro rata), no fixed dates |

JOB PURPOSE

TayCare aims to provide quality care and support services to older people in their own homes, in ways they prefer and are comfortable with.

The services you provide on behalf of TayCare will help older people stay independent as much and as long as possible, ensuring that they feel respected and cared for. Our services will also benefit any family or other carers working to help older people stay in their homes.

You will also help TayCare to encourage all clients and their families or other carers to become actively involved in helping to shape the current and future services provided to them and others.

KEY RESPONSIBILITIES

- Being an effective and positive member of the TayCare team, at all times
- Supporting individuals in their own homes
- Working to the principles of the Health & Social Care Standards, the Scottish Social Services Council (SSSC) Codes of Practice and TayCare policies, procedures and ways of working
- Gaining and maintaining professional registration, within agreed timescales
- Reliably attend all shifts allocated, including being on time for all appointments as scheduled and contributing to covering unplanned staff absences
- Completing and updating all necessary information, whether in documents or on systems, fully and accurately
- Maintaining confidentiality of clients, colleagues and TayCare
- Undertaking all training identified and agreed in your personal and development plan
- Performing Team Leader Additional Responsibilities for the staff and clients in your Team
- Undertaking regular quality assurance activities
- Overseeing staff training and development of your Team
- Acting as Lead in a particular area/topic
- Assisting senior colleagues as requested
- Deputising for the Service Manager, as agreed and where competent
- Undertaking the Duty Coordinator role, on a regular basis

MAIN DUTIES

You will help TayCare:

1. Provide high quality care and support that is individualised for each client, by;

- 1.1 Undertaking any care and support provision, including domestic duties, as detailed in each client's personal care plan
- 1.2 Acting in accordance with appropriate organisational policies at all times
- 1.3 Working to the national Health & Social Care Standards and any other Care Inspectorate requirement at all times
- 1.4 Working to the SSSC Codes of Practice at all times
- 1.5 Ensuring that at all times you maintain the confidentiality of clients, your colleagues and of TayCare (except where there is risk of harm to a vulnerable person or other lawful need for disclosure)
- 1.6 Identifying and alerting senior staff to any significant change in the health, welfare, capabilities or support system of the client
- 1.7 Addressing escalated issues within your Team, escalating further to senior staff as appropriate
- 1.8 Liaising positively with other health and social care personnel regarding the daily needs of clients, as appropriate, requesting authorisation from senior staff before any changes are agreed to or actions taken
- 1.9 Prompting, or assisting, or administering medication as specified in each client's care plan, following the appropriate policies and procedures at all times, and only where appropriately trained and authorised to do so
- 1.10 Ensuring detailed and accurate recording of all care and support, Team Leader duties and related contacts and activities
- 1.11 Performing Keyworker Additional Responsibilities for designated clients, as agreed with senior staff
- 1.12 Ensuring accurate and complete client records for those designated within your Team, taking immediate corrective action or escalating to senior staff if any errors/omissions are identified
- 1.13 Co-ordinating key worker activities and the development and maintenance of each client's care plan for those designated within your Team
- 1.14 Ensuring all care and support services and planning are personalised to each client designated within your Team

2. Make appropriate decisions about the care and support of each client, with input from all involved, by;

- 2.1 Following instructions and guidance contained in the client's care plan
- 2.2 Discuss with senior staff any changes, trends or issues you may notice regarding each client's health, welfare, capabilities and understanding
- 2.3 Having knowledge of, and understanding your role in, support and protection of vulnerable adults and safeguarding of children, ensuring you identify, report and address any relevant issues appropriately
- 2.4 Reporting any feedback received, addressing any minor complaints immediately
- 2.5 Undertaking quality assurance activities on each staff and client designated within your Team, including any follow-up actions required
- 2.6 Undertaking appropriate and comprehensive care reviews for all clients designated within your Team, as appropriate and at least the frequency required by the Care Inspectorate, including any follow-up actions required
- 2.7 Fully engaging the client (and others where appropriate) in consultations, assessments, service delivery, care reviews and other relevant activities, appropriate to their level of health, welfare, capabilities and understanding

- 2.8 Undertaking appropriate and comprehensive care consultations and initial care/risk assessments, as required by the Service Manager
- 2.9 Undertaking ongoing risk assessments for clients designated within your Team and ensuring all risk assessments within the Team are complete, accurate and current, escalating to senior staff where action required

3. Inspire confidence in yourself and your colleagues within TayCare and in the wider health and social care team surrounding each client, by;

- 3.1 Being an effective and positive member of the TayCare team at all times, respecting the role, skills, experience and authority of your colleagues
- 3.2 Gaining and maintaining professional registration, within agreed timescales
- 3.3 Ensuring that during all visits you discuss immediate needs and services to be undertaken with the client, appropriate to their level of health, welfare, capabilities and understanding, as outlined in the client's care plan
- 3.4 Informing TayCare immediately of any change in your contact, qualifications, ability to legally drive your car, your right to work in the UK or any other details relevant to your employment
- 3.5 Acting in accordance with, and promoting, the ethos and values of TayCare at all times
- 3.6 Effectively communicating with clients, their families and with care partners
- 3.7 Having knowledge of and understanding your role in health and safety matters, relating to yourself, your colleagues and others, ensuring you identify, report and address any health and safety issues appropriately
- 3.8 Adhering to, and ensuring all staff adhere to, all relevant Infection Prevention & Control procedures and guidelines, at all times
- 3.9 Undertaking all training identified and agreed in your personal and development plan
- 3.10 Buddying/mentoring other staff, as agreed
- 3.11 Planning and delivering induction programmes for new staff, as agreed with senior staff
- 3.12 Providing on-the-job training to junior staff, both as part of planned development programmes and in general as appropriate opportunities arise
- 3.13 Providing practice development supervision of junior staff within your Team, on a continual basis as and when required by individual members of staff, and at least the frequency required by the Care Inspectorate
- 3.14 Undertaking performance management of your Team, including appraisals, and contributing to others as required by the Service Manager
- 3.15 Promoting and supporting relationships of trust and respect between clients and all staff
- 3.16 Supporting staff to perform their roles to the best of their ability, by means and methods required by the individual, as long as such means and methods are authorised and supported by senior staff
- 3.17 Assisting senior colleagues as requested

4. Inspire confidence in TayCare as a high quality provider and service of choice for clients, by;

- 4.1 Observing the principles of dignity, privacy, autonomy and choice, security and safety, realising potential, equality and diversity and social and civic participation, as expressed in the National Care Standards and by the Equality and Human Rights Commission.
- 4.2 Making yourself available for work within the range and general timings agreed and reviewed with the Service Manager on a regular basis
- 4.3 Making yourself available for work to assist in covering unplanned staff absences

- 4.4 Addressing and reporting any potential risks or hazards, accidents, incidents or near-misses, applying corrective measures immediately or as follow-up actions where appropriate
- 4.5 Addressing immediately if you have concerns regarding the conduct or capability of a colleague or service partner, keeping senior staff informed and escalating as necessary
- 4.6 Investigating and addressing complaints and grievances within your Team, keeping senior staff informed and escalating as necessary
- 4.7 Undertaking and ensuring follow-up actions of any incidents, accidents, near-misses, complaints or grievances within your Team, keeping senior staff informed and escalating as necessary
- 4.8 Ensuring appropriate records kept throughout all Team and Team Leader processes, right through to completion
- 4.9 Developing and contributing to the positive sector relations of TayCare
- 4.10 Presenting a positive image of TayCare at all times
- 4.11 Promoting the services offered by TayCare whenever possible
- 4.12 Deputising for the Service Manager, as agreed and where competent
- 4.13 Undertaking the Duty Coordinator role, on a regular basis, as agreed with the Service Manager

5. Manage and develop TayCare to maintain high quality services, by;

- 5.1 Processing enquiries from potential clients, as first point of contact or as required by the Service Manager
- 5.2 Using the resources of TayCare and clients efficiently at all times
- 5.3 Contributing to regular staff surveys, giving honest input and offering suggestions and insights as appropriate
- 5.4 Ensuring effective quality assurance activities within your Team, and contributing to quality assurance activities throughout TayCare, as required by the Service Manager
- 5.5 Contributing to any service development and continuous improvement activities
- 5.6 Contributing to any regulatory activities, as required
- 5.7 Acting as Lead in a particular area/topic, as agreed with senior staff, including researching and undertaking further training and sharing knowledge and good practice with the Team
- 5.8 Actively contributing to service growth and development, as required by senior staff
- 5.9 Providing reports on a monthly basis, to the Service Manager as required
- 5.10 Taking an active role in the Senior Management Team of TayCare , in regular communications and related activities

This statement of duties is indicative of the nature and level of responsibility of the post, but is not exhaustive. To enable TayCare to fulfil its duties and functions in relation to both clients and staff the job holder will be expected to undertake any other duty that they are reasonably requested to, providing that they are competent to do so.

This job description will be reviewed regularly as part of individual and organisational development and performance review, and may be subject to variation.

The above Job Description is accepted as a framework of the job holder's duties with TayCare at Home Limited:

JOB HOLDER

PRINT NAME

SIGN

DATE

MANAGER

PRINT NAME

SIGN

DATE