



Job Title	Team Leader
Department	Farnborough
Reports to	Deputy Home Manager, Home Manager
Direct reports	Rehabilitation Assistants
<p>Purpose of the Job:</p> <p>Reporting to the Home Manager and Deputy Home Manager you will assist in maintaining the highest standard of care, supervising the performance of staff in the home and promoting the good reputation of Glenside - Farnborough.</p> <p>To enable service user to perform activities of everyday living which, due to a neurological impairment, they are unable to perform without assistance. This may include nutrition, mobility, personal hygiene and elimination and accessing the community in line with care plans whilst maintaining dignity and respect.</p> <p>To assist in supporting activities included in individualized programmes which might incorporate educational, vocational, social and leisure activities.</p> <p>To support members of the wider team in providing a consistently high-quality service to all service users.</p> <p>Take an active role in enabling and encouraging service users to engage in weekly activity programmes.</p> <p>Main Responsibilities:</p> <ul style="list-style-type: none"> • Maintain the highest standards of care. • Maintain the safety of the service users in accordance with national legislation and local policy. • Maintain confidentiality in accordance with national legislation and local policy. • Undertake relevant training in order to provide safe and effective care. • Engage in the supervision and appraisal process and make a commitment to on-going learning. • Participate in the keyworker programme to ensure consistent delivery of care. • To assess, plan, implement and evaluate programs of care for service users, and to ensure that care delivery is in accordance with individual service user care plans providing feedback where applicable. • To continuously assess and monitor the level of support required by service users. • Develop and engage in therapeutic relationships with Service Users, relatives and staff whilst maintaining professional boundaries. 	



- Behave in a manner that upholds the reputation of the organisation and profession.
- Understand own behaviours and how this can impact negatively or positively on the individual using the service and colleagues.
- Support Home Manager in the day to day running of the service.
- Supervise team members to ensure continuity of care and adherence to care plans and slow-stream rehabilitation interventions.
- To administer and manage drugs and medicines as per Glenside policies and procedures for Medicine Management and Care Quality Commission guidelines.
- To undertake direct care as necessary.
- To adhere to Glenside policies and procedures and to ensure junior staff are fully conversant with them.
- To take responsibility for staff allocation to junior staff.
- To supervise the service of food and drinks to service users.
- To assist with the training of junior staff in the clinical area.
- To use local on-call procedures in the event of situations in the Home that may arise when necessary.
- To comply with procedures in the event of the fire alarm sounding.
- To be aware of and promote awareness of Service User Vulnerability and the vulnerable adult procedures.
- To have knowledge of governing body requirements and Regulation reporting.
- To contact on-call when necessary following correct reporting procedures.
- To comply with Group organisational standards, policies and procedures.
- To take charge of the Home in the absence of the Home Manager and Deputy Home Manager to ensure its smooth running and that standards of care are maintained.
- Ensure that you remain professionally updated and are familiar with evidence based best practice, identifying your individual training needs to the Home Manager / Line Manager.
- To have knowledge and understanding of the Care Standards Act and legislation applicable to the organisation.
- To have knowledge and understanding of the Human Rights Act and the implications for individual practice.
- To take responsibility for financial transactions ensuring documentation, budgets and receipts are provided in line with Company policies and Procedures.



Attitudes and Behaviours

- Behave in a responsible, polite manner at all times.
- Respect the confidence of service users and be aware that all information pertaining to service users and their treatment should be treated in the strictest confidence.
- Refer all enquiries to the Home Manager.
- Be aware of own limitations and seek help as necessary.
- Wear uniform correctly and adhere to Glenside Uniform policy.
- Attend staff meetings as requested.
- Attend mandatory training, including induction, as required.
- To attend specific training including positive behavioural support and training in behaviour intervention as required.
- To report any suspicion of abuse or unsafe practice in accordance with Glenside policies and procedures.

Care

To work as a member of the interdisciplinary team in order to promote independence, support service users in decision making and to provide an environment which supports the privacy, dignity and individuality of the service users at all times.

- Support individuals who have communication difficulties according to plans of care and in conjunction with speech and language therapists.
- Support service users in choosing their meals from the menu and further support them in order that they can eat their meals in a pleasant and social environment, whilst taking into account individual need and preference.
- Provide assistance to service users to eat and drink if required and support service users who have swallowing difficulties in accordance with plans of care.
- Support service users with washing, dressing and grooming according to their individual programmes, in conjunction with occupational therapy staff.
- Support service users with continence programmes and give assistance to manage incontinence when required.
- Support service users in performing activities of daily living including cleaning their rooms, washing their clothes, preparing meals, drinks, budgeting etc. according to their individual programmes.
- Assist service users with mobility, posture management and splinting if necessary in accordance with plans of care and physiotherapy guidelines.
- Support service users to access community facilities in conjunction with occupational therapy staff.



- Support service users to attend groups and therapy sessions by escorting them to and from groups / sessions and by supporting them within the groups / sessions when requested to do so.
- Enable service users with cognitive impairments to develop and practise strategies to reduce the disabilities resulting from these impairments by supporting them with daily planning and cognitive skills and with practising strategies to enable them to reach their full potential, liaising with psychology where appropriate.
- Implement and monitor behavioural programmes in conjunction with the clinical psychology department.
- Support service users in maintaining links with family and friends.
- Support service users in meeting their health care needs by escorting them to appointments as necessary.
- Support service users in meeting their cultural, religious and spiritual needs in accordance with their plans of care.
- Support service users in the planning and initiation of social, leisure and vocational activities both within the Home and in the community within a seven day period.
- Assist in maintaining the tidiness and cleanliness of the home.
- Report any accidents / incidents breakages or adverse events to the person in charge, reporting any risks identified immediately.
- Report to the person in charge abnormalities observed in changes of presentation.
- Help provide activities and sensory stimulation for service users both within the home and in the community.
- Assist with admission and discharge procedures.
- Read and adhere to all care plans, reporting to person in charge and changes in the condition or behaviour of individual service users.
- Report any complaints or concerns from service users or their friends and family.
- Answer call bells, the door and telephone where necessary in a polite friendly and professional manner.
- Support service users and their families in the event of the service user dying.
- Undertake any additional tasks which are deemed reasonable for the role.

COMPETENCIES:

Leadership and Management	
<p>Key Indicators</p> <ul style="list-style-type: none"> • Initiate and manage change • Systematically evaluate care • Identify priorities • Work effectively with colleagues and external agencies • To work effectively across professional and agency boundaries, actively involving and respecting others' contributions to integrated person-centred care • Facilitate others to develop their skills and knowledge 	<p>Behaviours</p> <ul style="list-style-type: none"> • Lead quality improvement and service development to enhance all aspects of service delivery. • Implement and evaluate programs of care for service users • Demonstrate an ability to organise and prioritise own workload and that of other to ensure timely and effective service delivery • Facilitate effective communication at all levels. Demonstrate an ability to communicate professionally with external agencies • Know when and how to communicate with and refer to other professionals and agencies in order to respect the choices of service users and others; promoting shared decision making, to deliver positive outcomes and to coordinate smooth, effective transition within and between services and agencies • Use a range of professional and personal development skills to ensure timely planning of mandatory and core training
Communication and Relationship Skills	
<p>Key Indicators</p> <ul style="list-style-type: none"> • Communicate clearly and succinctly • Build and manage relationships within the team 	<p>Behaviours</p> <ul style="list-style-type: none"> • Can communicate both routine and complex/sensitive information to Service Users, clients, relatives and other stakeholders. Able to feedback and engage in decision making when appropriate • Use safe, effective and non-discriminatory communication to establish and maintain and develop professional relationships

<ul style="list-style-type: none"> • Establish positive rapport, empathy, trust and credibility with Service Users • Able to use a range of communication skills and technologies to support person-centred care • Listen to others without making value judgements • Articulate and able to contribute to documentation 	<ul style="list-style-type: none"> • Initiate and build relationships with Service Users to enhance the delivery of care and rehabilitation • Ability to act on and inform others of information received • Adopt a flexible style when interacting with others • Can use effective verbal and written communication and an ability to understand and use electronic records when required
Planning and Organisational skills	
<p>Key Indicators</p> <ul style="list-style-type: none"> • Manage own time effectively, ensuring all delegated tasks carried out in a timely manner • Ability to recognise own and role limitations and able to identify additional learning needs • Prioritise tasks and organise others to ensure Service Users needs are met • Implement care prescribed by care plans 	<p>Behaviours</p> <ul style="list-style-type: none"> • Demonstrate organisational and time management skills • Communicates to others when they are at the limit of their competence and recognise this in rehabilitation assistants • Communicate with others in the team to ensure tasks are carried out and provides feedback • Integrate guidance from care plans into direct care and support others to do this
Learning and Development	
<p>Key Indicators</p> <ul style="list-style-type: none"> • Engage fully with all training requirements • Talks to line manager about personal development • Understand the responsibility to attend staff meetings 	<p>Behaviours</p> <ul style="list-style-type: none"> • Attends mandatory training • Engage in supervision and appraisal system • Make a valuable contribution to team discussions

Personal Influence	
<p>Key Indicators</p> <ul style="list-style-type: none"> • Acts in a professional manner at all times • Build and maintains therapeutic relationships with Service Users • Understand the role of advocacy 	<p>Behaviours</p> <ul style="list-style-type: none"> • Adheres to uniform policy and sets the benchmark for others to follow • Engage in relationships whilst maintaining strict professional boundaries at all times • Advocate for Service Users when required or discuss input from external agencies when appropriate
Decision Making and Judgement Skills	
<p>Key Indicators</p> <ul style="list-style-type: none"> • Analyse information making sensible, sound decisions or proposals • Think logically and demonstrate sound problem solving abilities • Use judgement and experience to inform decisions. • Identify any deviation from care plans and act as appropriate • Make timely and effective decisions • Identify clinical changes in Service User presentations and act upon as appropriate 	<p>Behaviours</p> <ul style="list-style-type: none"> • Discuss proposals with Unit Manager before implementing • Identify and understands issues, problems and opportunities • Able to use previous experience to inform and guide others • Report to Unit Manager deviation from care plans and assist with evaluating care and rehabilitation techniques • Modify decisions based on new information when appropriate • Report clinical changes or concerns to the Unit Manager