

Team Leader Job Description

Job Purpose	<p>To deliver person centred care by implementing the care plan that was written with the Service User, (Always assume Mental Capacity) and or family/friend/advocate, if stated otherwise.</p> <p>To carrying out the practical, physical, social and emotional needs requested and agreed in the said Care Plan, in line with GDPR regulations and always with consent of the Service User.</p> <p>Build professional relationships with Service Users, empathic to their situation and health. Get to know the Community health team involved, encourage communication with them, without breaching confidentiality or data protection.</p>
Accountable to	MSS Care, Oceans House, Truro Business Park, Threemilestone, Truro, TR4 9LD
Main Activities	<ul style="list-style-type: none"> • To support your team of Care Workers in the workplace. To communicate with them and understand their needs for information sharing, confidentiality, Mandatory training and Compliance, working within Company Policies. Including dress code, phone code, Lone Worker and Medication Policies. • Carry out Risk assessments included in the Care Plan, and update as circumstances changes. • Ensure that every Service User has an up to date Care Plan, MARS sheet, TEPS/ANDO/DNR (Original document), if applicable, a Service Users Guide in their file, blank daily care report sheets and our company details and contact numbers included. • You are responsible for the up keep and updating of the Service User File. This includes Monthly Archiving. • Support care workers in specific training to accommodate Service Users individual needs of their care package. Liaise with Training department to ensure your team have the training required. • Support and mentor new carers during their first 12 weeks, with daily phone calls in the first week and a supervision, followed by spot checks and bi-weekly supervisions to ascertain their progress. • Mentor junior staff

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	<ul style="list-style-type: none"> • Be flexible as to the needs of the team’s rota and where illness occurs to step in and cover the rota’d visits yourself, if no other team member is available. • Organise your team and assign staff, best trained, to Service Users specific needs on the rota. • Support the Care Coordinator in the management of the team. • Supervisions and Spot Checks of care workers to be organised on a spreadsheet, copies in individual files. • Complete a weekly Task List, set by the Care Manager.
<p>Emotional/ Spiritual needs</p>	<p>Be aware of the unspoken needs of a Service User, sometimes sharing a cup of tea with them and having a chat is invaluable. Ensure that the Service User’s mind is stimulated, consider their interests and preferences, including cultural ones. Be respectful of a Service User’s religious and cultural needs and the need for family and social contact. Help them access local clubs and organisations of interest to them, including volunteer services.</p>
<p>Health & Safety</p>	<p><u>Environment:</u></p> <ul style="list-style-type: none"> • Do not move a Service Users furniture around without their consent, this could cause them to trip or fall. Use a risk assessment to ascertain the needs, then liaise with your Care Manager as to the best action to be taken on an individual basis. <p><u>Fire:</u></p> <ul style="list-style-type: none"> • Be mindful of all possible fire hazards and reduce the risk where necessary. Maintain access to escape at all times, by not blocking door ways in the Service Users home. <p><u>Security:</u></p> <ul style="list-style-type: none"> • Ensure that doors and windows are locked as necessary • Never leave the code for the key safe where anyone else can access it. • Check with Service User before answering the door. Where appropriate, telephoning the company concerned if necessary. • Log all callers in the Care Report

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Record Keeping	<p>Accurate factual accounts and not opinions are to be made in the Service User notes at the end of each visit. Remember, these could be asked for in a court of law.</p> <ul style="list-style-type: none"> • Each entry should be signed, name printed and dated. The notes are vital for communication between staff - to facilitate continuity of care to the Service User/Community healthcare staff/Doctors. Family have the right to read the notes.
Communication	<p>The importance of good communication is not only vital to your job, but imperative to the Service User and their family, as well as your team of care workers and the rest of the company including other services – GP, District Nursed, Social Workers, Occupational Therapists, MacMillan Nurse etc. Without it lives could be potentially at risk, if matters of health or safety are not reported.</p>
Medication Administration	<p>You will be given a copy of the Medication Policy for the company to be read, along with the Care Workers Medication Policy, which is to be read and signed.</p> <p>It states that medication may be given to Service Users who consent, by means of a blister pack, individual labelled medications, and Pharmacy/GP agreed over the counter substances, as per the MAR Sheet and listed in the Care Plan.</p> <p>No dosset boxes, pre-poured medications, Controlled Drugs, including patches, injections, or medication to be inserted in a body cavity can be administered or assisted with.</p>
Care Duties	<p>1. Personal Care</p> <ul style="list-style-type: none"> • Washing – baths, showers, blanket baths. • Use of bath aids (e.g. bath chair, banana boards, bath seat). • Shaving – assistance to be given. • Mouth Care – cleaning teeth/dentures/mouth. • Dressing – assistance to be given. • Bed making. • Eye care. • Pressure area care. • Catheter/Convence care. • Emptying of colostomy bags. • Management of incontinence. • Management of MRSA - (Methicillin Resistant Staphylococcus Aureus) MRSA is mainly spread by the hands, therefore hand hygiene is the most important factor in controlling the risks. If a patient should need to be transferred to hospital please contact MSS Care beforehand.

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	<p>2. Physical Care</p> <p><u>Exercise:</u></p> <ul style="list-style-type: none"> • Walking. • Passive movement of limbs (as directed by other healthcare professional for patients/service users who are unable to walk.) <p><u>Moving and Handling</u></p> <ul style="list-style-type: none"> • For service users who need help, use of equipment to assist - e.g. hoists, lifting belts, walking frames, Molift Riser. All equipment to have a service date on and telephone number. <p><u>Nutrition</u></p> <ul style="list-style-type: none"> • Appetizing nutritious meals to be prepared, in accordance with Service Users preference and/or health needs e.g diabetic, gluten free as per Care Plan • Meal supplements to be given as prescribed. • Assisting Service Users to eat, who need help <p>3. Household Duties</p> <ul style="list-style-type: none"> • Cleaning – e.g dusting, vacuuming with special attention to Service User’s room, bathroom and kitchen. • Tidying – making sure things are put away where you find them. • Refrigerator – throwing out things that are out of date once consent gained from Service User. Use Tupperware and/or clingfilm and date when food was opened. • Shopping – making sure you do not overstock with things that are not needed. Have conversation with Service User first and keep all receipts. • Preparing meals for the Service User. • Caring for the Service Users nightwear. <p>Any other duties which part of a specific assignment may be and which have been agreed with you. For example care of pets, travel plans and transport arrangements.</p>
<p>Responsibilities</p>	<p><u>Clients:</u></p> <ul style="list-style-type: none"> • Monitor and review the effectiveness of care plans. • Report Service User concerns to Line Manager • Ensure Service User Care Plan Files are kept as per MSS Care procedures. • Ensure that Service User records are returned to the office as per MSS Care procedures for archiving and end of care package

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	<ul style="list-style-type: none"> • Provide Person Centred Care Plan and MAR Sheet. <p><u>Staff:</u></p> <ul style="list-style-type: none"> • Ensure care staff receive and understand their runs and the care required. Ensure training is up to date. • Ensure care staff carry out their duties as per MSS Care procedures • Report staff concerns to Line Manager • Promote a professional culture within the team. • Assist staff in achieving their goals and objectives within MSS <p><u>MSS Care:</u> Follow MSS policies and procedures</p>
Knowledge & Expertise	<p>General all-round experience in care.</p> <p>Demonstrable people skills</p> <p>Experience in working with Service Users in their own home environment</p>
Competence	<p>NVQ Level 3 in Health & Social Care</p>
Requirements	<p>Enhanced disclosure with the criminal records bureau.</p> <p>Two references</p> <p>Own transport and Insurance</p>