Job Description – Shift Leader

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| VALUES BASED JOB DESCRIPTION AND PERSON SPECIFICATION | |
| Job Title: | Shift Leader |
| Reports to: | Registered Manager |
| Job Overview:  (note: In addition to these functions employees are required to carry out such duties as may reasonably be required) | 1. To provide care in accordance with best practice and legislative requirements, reflecting policies and procedures and agreed standards under direction of the Shift Leader / Registered Manager 2. To support and enable Individuals we support to maintain skills and personal interests whilst delivering person-centred care unique to each individual. 3. To maintain skills at a current level, undertake such training and development as required from time-to-time and progress knowledge. 4. To provide support to the Support and Senior Support Workers within the service. 5. To supervise the care practices within the home in accordance with agreed standards. 6. To positively support the Registered Manager in providing leadership to the administration, care, housekeeping and maintenance function of the Home. 7. To deputise for the Registered Manager during their absence, while at all times supporting the decisions made by the Registered Manager. 8. To manage the home in accordance with the standards agreed with the Registered Manager, Community Therapeutic Services, legislative requirements, relevant regulations and in-line with accepted best practice, and within the financial plans agreed with Community Therapeutic Services |
| Location: | You may be required to work from other locations at the discretion of the company and with appropriate notice. |
| Working hours: | 9 days over a 14 day period, with varying shift patterns as agreed with the Registered Manager. |

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| Responsibilities and Duties of the job | |
| Role Specific Duties: | 1. Ensure Individuals we support are at the heart of care delivery and their wishes and preferences enhance their wellbeing. 2. To contribute to the efficient running of the home. 3. Support Individuals we support to maintain their relationships and connections with the local community. 4. Ensure Positive Behaviour Support Plans (PBSP) and other information about how to support Individuals are followed. 5. To be involved in a key worker team for Individuals we support. 6. Dispense medication following Community Therapeutic Services policies and procedures. 7. To ‘step-up’ and deputise for the Registered Manager during their absence, while at all times supporting the decisions made by the Registered Manager 8. Be responsible for informing Registered Manager of any changes in the needs of Individuals we support. 9. The efficient and effective day-to-day management of staff involved in providing support to Individuals, ensuring standards are maintained. 10. Ensuring all recording systems and organisation of documentation are of a high standard and kept up to date. 11. To ensure all staff receive formal supervision and appraisals. 12. Oversee the daily rota in advance, ensuring the correct skills and numbers are on duty. |
| Working with Others: | 1. Develop effective working relationships with other employees. 2. Work in co-operation with members of the multi-disciplinary teams to maximise opportunities for Individuals we support. 3. If desired by the Individual, maintain and develop relationships with family, friends and other people important in their life. |
| Leading by Example: | 1. Seek opportunities for personal and professional growth. 2. Be a role model for other Support Workers and be an ambassador for Community Therapeutic Services. 3. Be a role model for Individuals we support. 4. Be professional, polite and reasonable at all times. 5. Work within the relevant Code of Conduct *e.g. CQC* |
| Personal Responsibilities: | 1. Knowledge of, and work within, the Fundamental Standards. 2. Have a comprehensive understanding of the regulatory framework that governs the service, including the role of CQC and their requirements. 3. Commit to achieving the relevant qualifications relevant to the role *e.g. Diploma Level 3 or 5.* 4. Attend statutory training and any other training as directed by the Registered Manager. 5. Follow, provide guidance and direction on all policies and procedures relevant to the role. 6. Prepare and deliver training.   7. Be open to learning opportunities. |

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| Person Specification |
| **Proficient Written Skills**   * Maintain all PBSP and records in accordance to Community Therapeutic Services policy. * Audit and monitor care records following company policy to ensure compliance |
| **Leadership Skills**   * Ability to induct and orientate new employees to the job role and service. * Provide Individuals with support / assistance as they accomplish daily tasks, including bathing, eating, dressing, grooming and using the bathroom. * Communicate any problems, concerns or changes to the Individuals we support to the appropriate person. * Organise and plan keyworker meetings * To provide all staff with meaningful regular formal supervision and yearly appraisals. * To share in implementing the Quality assurance system and submission of reports to the Registered Manager. * To monitor, through direct observation and contact that all staff are working in-line with best practice. * Ensuring adequate staff on duty with the correct skill mix and fair allocation of tasks. |
| **Communication Skills**   * Shift Leaders must build a rapport with Individuals we support by establishing personal connections and showing an interest in their lives. * Shift Leaders must be able to communicate effectively with Individuals we support. * Shift Leaders must have the communication skills to inform colleagues, management and professionals about the needs of the Individuals we support. * Shift Leaders should recognise the importance of effective communication with the multi-disciplinary team, Individuals we support and their families / friends whilst recognising alternative methods of communication and respond accordingly. * To share in the co-ordination and chairing of staff, Individuals we support and relative meetings, as well as attending Shift Leader meetings. * To effectively communicate to all staff the aims and objectives of the service through verbal and written communication and by personal example. * To contribute to the provision of a programme of training and development to meet the needs of the staff team, including the ongoing evaluation of the training programme. |
| **Problem-Solving Skills**   * Shift Leaders need to be able to adapt and address situations quickly, plan, develop, implement and assess approaches to promote health and well-being, whilst recognising and reporting situations where there might be a need for protection. * Promote the effective resolution of team conflicts. * Share in the development of the strategic plans of the service. * Support the Registered Manager with action plans to ensure quality assurance. |

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| Value-Based Personal Qualities | |
| Area | Specific Requirement |
| **Respect** | Taking time to listen, understand and include difference |
| **Caring** | Supporting others in a kind and empathetic way. |
| **Trust** | Built on honesty and integrity, creating an open, transparent and safe place to be. |
| **Passion** | We use our energy and determination to be positive and inspiring. |