



Swanton Care



Values in Care



Courtyard Care



GRS Care



Emerald Care



Green Rose Care

Job Description/Person Specification

Job Title: Suite Manager (Team Leader role)

Reports to: Service Manager

Accountable to: Regional Director

Everyone in the Swanton family is: Supportive and
Willing to
Advocate for people's
Needs in a
Trusting
Open and
Non-judgemental way

Job Purpose: Whilst fully embracing the company philosophy the Team Leader will support the service manager by leading the day to day management of a shift.

You will be responsible for managing a suite within the Deanston House service, where you will work in a pro-active, responsive, and effective and person-centred way to ensure that the lives of the people you and the team are supporting are enriched, to be the best they are able.

The team provide practical assistance and emotional support to empower service users to achieve their goals and aspirations, respecting everyone's individuality and enabling them to make appropriate choices to live the life they want to live.

Key Responsibilities:

1. Demonstrate positive, proactive and organised people skills, that will support and develop the skills of the Support Workers, to ensure they deliver their agreed personal, and business objectives, which will include recruitment, induction, and supervision, Annual Appraisals, skills analysis and training development needs. Other areas of practice may include, but not exclusively, sickness and absence management and rota management.
2. Thorough understanding of the requirements of the regulator and be able to demonstrate a working knowledge of how these requirements are met within the service. You will take the lead to help Support Workers also understand their responsibilities and by doing so ensure that safe, effective, caring, responsive and well lead support and care is delivered at all times.
3. To support the Service Manager in managing transitions into and away from the service. To help ensure that care either way is not interrupted and is seamless for the individual. You will be able to liaise professionally with all outside professional agencies, and ensure that all information is shared appropriately.

4. To ensure that all service users have person centred, Ethos driven and outcome focused support/goal plans. You will be able to demonstrate service user involvement using their own preferred method of communication and you will also be able to demonstrate progression towards their chosen outcome. This will be demonstrated by regular reviews, clear and informed daily entries and the working knowledge of the team.
5. To empower the service users to be actively involved in their own goal setting and not to make decisions about them without them. To ensure that the team have time for the service user and work with them to become part of their chosen community, which will include developing and learning new skills in an open and trustworthy manner. You will encourage safe and effective positive risk taking in order for new life skills to be learnt. You will ensure that service users are supported to attend all forums that are in place to discuss their care and where necessary to access community based support agencies.
6. To will oversee and support the development of excellent quality with in the service. You will design, develop and maintain excellent service user records that will at all times be reflective of the individuals current needs/goals and aspirations. Working in a supportive manner that empowers the service user to live their life in their chose manner.
7. To fully understand, and ensure the team understand, the principles of 'safeguarding vulnerable adults'. You will at all times work within the company policy and local polices, which follow national legislation.
8. Working in line with all company policies, you will also ensure the same of the team. You will encourage support workers to understand how the policies guide their role and support their work. You will also ensure that people work within their own scope of practice and knowledge at all times, ensuring a safe service.
9. To liaise and negotiate with external agencies in relation to service delivery. You will empower the service user to be part of any process which touches on their goal/care planning, remembering that working together works best. You will advocate for and protect the best interests of the individual within the boundaries of the Mental Capacity Act 200
10. To handle and monitor any complaints to ensure that they are dealt with in an effective and timely way and that any improvements in service delivery are identified and implemented. You will also ensure that complaints are reported correctly to the internal Governance and Quality Manager.
11. To be involved in the general budget management of the service, and some aspects of that will be devolved to you. You will ensure that these monies are used and recorded effectively, whilst maintaining high quality care and service provision. Specific tasks may include: invoicing, ordering etc.
12. Where 'action plans' are in place ensure they are delivered upon within the stipulated timescale and that the desired learning is demonstrated and effective.
13. Understand the company Governance and Quality systems you will ensure that the requirements are delivered in a timely manner.
14. To ensure compliance with the company Code of Conduct across the service

- 15 To support the Service Manager, to implement monitor and review health and safety practice in all aspects of the services, including risk assessments, to ensure full compliance with policy, procedure and statutory requirements.

To support the Service Manager in the:

- Maintaining a safe work environment
 - Risk assessments
 - Keeping up to date with H & S policies and procedures
 - Fire safety checks
 - Escape routes are regularly checked
 - Ensuring accidents/incidents are reported and recorded in compliance with Health and Safety Policy C360
 - Health and Safety inspections
 - Monitoring the Health, Safety and Wellbeing of service users.
16. To represent and promote the service and Swanton as requested by the Service Manager.
- 17 To work flexibly to meet the operational needs of the service, which includes working shifts including, days, nights, weekends and bank holidays and covering on the rota and on-call duties.
- 18 To deputise for the Assistant Manager/Service manager, as required.
- 19 To undertake any other duties consistent with the nature and purpose of the post as requested by management

PERSON SPECIFICATION
Team Leader

	Essential	Desirable
Education	Health and Social care qualification at Level 2 or above Level 2 in English and literacy	Level 3 or above
Experience	Two years' experience as support worker or above in a health and social care setting Demonstrated ability to lead a successful team	One years' experience in leading a team in a care or similar environment
Skills/Knowledge	Excellent communication skills both written and oral Good listening skills Good literacy and numeracy skills Intermediate IT Skills Staff management abilities Coaching skills	Advanced I T Skills Driving licence
Personal Qualities/attributes	Flexibility Can do attitude Willing to develop	