



## Job description and person specification

- Job title: Care Team Leader
- Reports to: Registered Nurse
- Accountable to: Home Manager
- Location: .....

## Main purpose and scope of the job

The post is for a Team Leader who wants to further their experience and skills in a nursing environment. The post holder will assist the Registered Nurse in the assessment of care needs, and the implementation of programmes of care. The post holder is expected to lead a team of care staff. The post holder will be expected to demonstrate a good range of clinical skills and must be able to teach and/or support other colleagues and learners. The post holder will also be expected to be a good role model and to treat all colleagues, visitors and service users with tact and courtesy.

The post holder will contribute to ensuring compliance with regulatory requirements for quality and safety and meets CQC expectations

## About Exemplar Health Care

Exemplar Health Care is a leading provider of specialist nursing care for adults living with a range of complex and high acuity needs, arising from neuro-disability, brain injury, spinal injury, stroke, mental ill-health, physical disability, learning disability and/or autism and complex dementia.

Our community-based homes and OneCare services provide person-centred care and rehabilitation that focuses on maximising independence, building everyday living skills and empowering people to live as fulfilled lives as possible.

We support people on their journey from being in hospital or living in a secure setting to community and independent living, as well as offering longer term support for people living with degenerative or life-limiting illnesses.

### **Exemplar Health Care's mission**

Our mission is to make *every day better* for the people we support *and* our colleagues.

### **Exemplar Health Care's vision**

Our vision is that adults living with complex needs can access outstanding specialist care and support, in a community-based home that's close to their family and friends, and that's focused on their personal goals and outcomes.

### **Exemplar Health Care's values**

Our values express what it's like to work at Exemplar Health Care and our colleagues should make these a part of everything that they do. We're looking for people whose personal values match our values of:

- Fun

- Integrity
- Responsive
- Success
- Teamwork

Read more about our values [here](#)

## Key responsibilities

- Assist the registered nurse in the delivery of service user care and take responsibility for assisting to oversee junior colleagues in the implementation and evaluation of that care, and ensure that documented plans of care are followed.
- To provide advice and education to service users, colleagues and learners within the home as required and within the scope of your role.
- To promote and maintain communication networks across and throughout the multidisciplinary team both within and external to the home.
- Be able to prioritise their own workload and of those working with them such as learners and Healthcare Assistants. Assist the nurse to delegate what colleagues to what duties and ensure the smooth running of the unit.
- Recognise when service users or colleagues may need additional support or training and alert the nurse/management team to this.
- Carry out nursing care to the highest possible standard according to Exemplar Health Care Policies and Practice and Clinical Guidelines. This requires a thorough understanding of policies and guidance related to for example: infection control, hygiene and individualised needs and care requirements.
- You will be expected to undertake personal care of male and female service users as part of the role which could include washing, dressing, providing support with toileting and if required continence care, oral care, grooming, use of specific equipment to move a service user safely and supporting service users to eat and drink.
- The post holder may be expected to work across other Exemplar Health Care sites as the service needs dictate.
- To ensure that all equipment is maintained and any faults immediately reported.
- To ensure their own practice is compliant with regulatory requirements for quality and safety, and to work as an integral part of the colleagues' team to ensure the home meets CQC's fundamental standards.
- To be familiar with the Fundamental Standards set out in the Health and Social Care Act 2008, and CQC's expectations for a safe, effective, compassionate, high-quality care service.

## Essential skills and knowledge required

- The post holder will have a comprehensive knowledge of nursing care and will be able to care for a service user from admission to discharge.
- Will be able to mentor learners and colleagues to ensure that they receive the best possible experience from their employment.
- To know what individualised care is and how to ensure that this is planned, delivered and evaluated.

- To know how to deal with people with challenging behaviour and to know when to call for assistance/advice as needed.
- Adhere to uniform policy at all times.
- Liaise with the management team of the home to ensure proper admission procedures discharge planning.

## Qualifications and training

- NVQ level 3 or equivalent
- Commitment to comply with all planned mandatory & non mandatory training within Exemplar Health Care
- Assist with the delivery of “on the job” training commensurate with your role
- Identify any training needs for the care team and yourself
- Assist with the supervision process as directed and commensurate with your role and training
- Strong Service User care focus.
- Excellent written and verbal communication skills.
- Able to coach and motivate others.

## Health and safety

As an employee of Exemplar Health Care Health Care, the post holder has a duty under the Health and Safety at Work Act 1974, to: -

- Take reasonable care of the health and safety of themselves and all other persons who may be affected by their acts or omissions at work.
- Co-operate with their employer to ensure compliance with Health and Safety legislation and the Health and Safety policies and procedures of the service, not intentionally or recklessly interfere with, or misuse, anything provided in the interests of health, safety, or welfare, in pursuance of any of the relevant statutory provisions.
- Recognise the personal right of the service user to positive risk taking in promoting their own recovery, working within identified guidelines.
- Have a general duty to take reasonable care for the health and safety of self and others who may be affected by their acts or omissions at work. All safety rules, regulations and codes of practice relating to the work area should be observed.
- Report all accidents, dangerous occurrences, incidents and hazards in line with company policy.
- Respect confidentiality relating to information gained through employment with the organisation and to ensure information is not disclosed to any unauthorised person/agency.

## Safeguarding

Colleagues are required to take responsibility in all areas of work for safeguarding people at risk (both adults and children) from any form of abuse or neglect. When delivering care and support, colleagues are required to comply with the requirements of legislation relating to care in the UK, including the Care Act (2014) and Mental Capacity Act 2005, which incorporates the Deprivation of Liberty Safeguards (DoLS).

To comply with the Exemplar Health Cares Safeguarding Children and Adults policies, procedures and protocols, all individual colleagues (paid or unpaid) have a duty to safeguard and promote the welfare of children, young people and vulnerable adults

This will require you to:

- Ensure you are familiar with and comply with local Child Protection Procedures and protocols for promoting and safeguarding the welfare of children and young people.
- Ensure you are familiar and comply with the Local Multi Agency Safeguarding Vulnerable Adults plans and procedures.
- Ensure you are familiar and comply with local protocols and systems for information sharing.
- Know the appropriate contact numbers and required reporting lines.
- Participate in required training and supervision.
- Comply with required professional boundaries and codes of conduct.

Exemplar Health Care is committed to safeguarding all children and vulnerable adults and expects all colleagues and volunteers to share this commitment.

## Data protection

The post holder must at all times respect the confidentiality of information in line with the requirements of the UK Data Protection Act 2018 and the General Data Protection Regulation (GDPR) 2018. This includes, if required to do so, obtain, process and/or use information held on a computer in a fair and lawful way, to hold data only for the specified registered purposes and to use or disclose data only to authorised persons or organisations as instructed.

This job description may be subject to review and appropriate modification. The post holder may be required to undertake other relevant and appropriate duties as reasonably required.

I confirm I have read and understand this Job Description.

Name of post holder: .....

Signature: .....

Date: .....

## Person specification – Care Team Leader

Qualification	Essential	Desirable	How assessed
NVQ level 3 in health & social care	Yes		Application, Assessment, interview, certificates
NVQ level 2 in health & social care	Yes		Application, interview, certificates

Skills and experience	Essential	Desirable	How assessed
Excellent communication skills	Yes		Application, interview, certificates
Works under own initiative	Yes		Application, interview, certificates
Demonstrated Continuous Improvement	Yes		Application, interview, certificates
Care experience within a repeatable health care provider		Yes	Application, interview, certificates
Understand care planning Processes.	Yes		Application, interview,
Ability to plan allocate and delegate	Yes		Application, interview,
Leading team meetings and doing inductions	Yes		Application, interview, certificates
Previous supervisory experience within health care		Yes	Application, interview
Excellent interpersonal skills	Yes		Application, interview, certificates
Ability to deal with conflict	Yes		
Time Management	Yes		

Attitude and Behaviours	Essential	Desirable	How assessed
Demonstrates the Exemplar Health Care values	Yes		Application, Interview
Flexible	Yes		Application, Interview
Can-do attitude	Yes		Application, Interview
Works collaboratively with others sharing ideas and information	Yes		Application, Interview