

The SENAD Group
ROWDEN HOUSE SCHOOL
Job Description

JOB TITLE: Shift Leader
RESPONSIBILITY LEVEL: First Line Manager
MAIN LOCATION: Rowden House School
RESPONSIBLE TO: Home Manager
SUBORDINATES: Residential Support Workers

MAIN RESPONSIBILITIES:

- To enable the young people to lead valued and fulfilling lives, and to maximise the potential capacity of all young people, physically, intellectually, emotionally and socially.
- To work in accordance with the general philosophy of care at Rowden House School.
- To lead and manage a small team of residential support staff ensuring each shift runs smoothly and effectively. Follow all company policies and procedures, ensuring support staff do the same and are aware of the existence and location of those policies and procedures.
- As 'First Line Manager' to act and respond appropriately to any Child Safeguarding issues and to any 'Crisis Management' issues by following all company policies and procedures.
- To identify individual team members and their own professional development needs, record them and arrange access to upskilling or a suitable development programme.
- To be responsible for the organisational discipline policy within their team and others who come within their area of supervision

KEY TASKS:

- To ensure the personal development of each young person, recognising talent, sensitivities, beliefs and cultures.
- To respect the dignity and individuality of each young person, and enable the young person to exercise informed choices where appropriate.
- To assist the children when using email or Skype or using social networks to help keep in touch with family and friends.
- To carry out and maintain a high standard of personal care for each young person, including matters of physical well being and personal hygiene.
- To be aware of the cultural and emotional needs and aspirations of each young person, and provide opportunities for appropriate emotional expression, promoting their freedom of choice wherever possible.
- To support the education provision ensuring consistency across the 24 hour curriculum.
- To construct and action young people's Individual Education and Care Plans in liaison with Key Worker.

- To effectively manage house and young people's finances as required.
- To identify and access resources for use within the environment, to support the development of a warm and homely environment.
- To effectively line manage the performance of any Keyworkers who come within their area of supervision to ensure that Keyworkers are fulfilling their contracted role to a high standard as identified in the keyworker job description/ contract and in line with the quality standards.
- To participate in the Review process.
- To attend staff meetings, seminars, progress days and individual support and supervision meetings with the Home Manager and the Head of Care.
- To ensure the safety of the young people at all times.
- To comply with the Company's equal opportunities policy.
- To promote accurate recording and reporting of all aspects of young peoples behaviour in order to provide an on-going evaluation of their needs and to contribute objectively to review arrangements thus ensuring care support is suitable at all times for each young person.
- To be involved in staff recruitment and retention, completing probationary responsibilities, identifying training needs and participating in the training process.
- To request further training if there are shortfalls in their own practice.
- To liaise with the Home Manager in the allocation of Annual Leave, ensuring that appropriate cover is available at all times.
- To ensure that Home Managers, all team members and covering shift leaders are fully briefed before taking annual leave.
- To accept responsibility for the maintenance of a safe and healthy environment for the young people and staff, having particular regard for the condition and cleanliness of the building.
- Be prepared to provide support and personal care to someone who has contracted an infection or virus such as Noro virus or Covid.
- To perform any other duties which may reasonably be required in the pursuit of Rowden House School's objectives.
- In order to meet the general aims set out above, the staff should be able to show a working knowledge and location of the following:-
 - The Policy/Philosophy Document
 - Fire Procedure
 - Child Protection Procedures
 - Health & Safety Legislation
- To be jointly responsible for the safeguarding of children and vulnerable adults in our care; it is a requirement of the role that they adhere to all relevant safeguarding policies and procedures.

- **As a 'First Line Manager' be able to actively show 'Personal Proactive Management Skills' in Planning, Prioritising, Delegation and Management of organisational policies and procedures as follows:**
- Give an informative and effective 'hand over' to the next team/shift on duty providing all necessary information on young people's current and past behaviours, needs, activities, medication, visits, staffing and vehicle requirements for example.
- To ensure that each staff member is available to attend and is on time for each shift hand over.
- In conjunction with SENAD's Administration of Medication Policy, to monitor, administer and accurately record all resident medication once appropriately trained.
 - To take responsibility for others completing this when the task is delegated to an appropriately trained RSW.
 - To complete medication audits.
 - To complete and report any medication discrepancies appropriately.
- To establish, delegate and monitor for each shift a 'Chain of responsibility' for example medication, cooking, appointments, activities and drivers.
- To identify and monitor an established team member as a 'Fall Back Position' within their team delegating authority, to cover the Shift Leaders and responsibilities role in their absence due to holidays, sickness, or unavailability due to meetings attendance for example and ensure a detailed handover takes place prior to and following any period of absence.
- Ensure the house is clean and tidy at all times and that it is left in a standard acceptable for the next team on duty to receive.
- To work on a rostered shift system inclusive of evening and weekend work. To carry out a minimum of 3 senior sleep-in per calendar month.
- As 'First Line Manager', to be responsible for their own and their teams' time management and attendance on duty and in informing suitable staff of the need for replacement staff for any rota staff short falls.
- To initiate day time activities including training and therapy in conjunction with the daily programme of the Training Co-ordinators. Ensure that young people and staff attend and are punctual and prepared for planned activities.
- To initiate a selection of evening and weekend activities for young people, with the agreement and approval of Management & Training Co-ordinators and relevant sponsors
- To arrange and manage monthly '**team briefings**', ensuring that a summary of discussion is accurately recorded and filed in accordance with organizational record keeping. Agree actions to be delegated, recorded and outcomes of these actions to become part of the next '**team briefing**' agenda or recorded in an individuals' supervision/s. Records of Team Briefings to be reviewed before each meeting by the shift leader chairing the meeting.
- To conduct and properly record regular supervision in line with quality standards, monthly for Care staff and 2 weekly for staff during probationary period and informal 1to1

supervisions sessions with all team members in accordance with current guidelines. Accurate recording and filing of supervisions, action plans, activities outcomes and agreements for future monitoring. Records to be reviewed before each supervision and development review.

- To continuously monitor and review their own and their teams practice to identify development needs measured against care plan requirements, current legislation and organizational policies and procedures.
- To complete each of their team members annual 'Appraisal' to continuously monitor and review the agreed development areas providing guidance, support as required. Including referral for training and development courses that are identified in the appraisal or continuous monitoring process with the required agreement of their Manager and Training Manager.
- To continuously monitor, review their own and their teams recording to ensure they are accurate, valid and current. Identified development must be measured against job descriptions/specifications, care plan requirements, current legislation and organisational policies and procedures.
- When development needs have been identified, the shift leader must discuss and agree a suitable development plan and deliver it or arrange access to the agreed programme with agreement of the Home Manager and Training Manager. Individual development to be monitored, discussed and recorded via supervisions.
- To constructively challenge and manage poor practice against standards set out in the Quality Standards and organisational policies and procedure for example in compliance to dress code, time keeping and professional performance contained within the Shift Leader role remit.
- To be able to show a working knowledge of 'Risk Assessments (RA)' covering each resident's needs, activities, visits and H&S requirements for them to be kept safe. Be able to show written records that are signed off by all members of their team that their team is up to date, understands and can apply each RA requirement on their shifts.
- Work within the spirit and intentions of the Equal Opportunities and Equality & Diversity policies and procedures and report any concerns to your line manager immediately.
- To comply with Company's equal opportunities policy.

You as an employee are required by The Health & Safety at Work Act 1974 to:

- Take reasonable care for the health and safety of yourself and others who may be affected by what you do or don't do;
- Cooperate with the Company to ensure compliance with the law;

And Under the Management of Health and Safety at Work Act 1999 you as an employee are required to:

- Inform your employer of any work situation that you consider to represent a serious and imminent danger and any shortcoming in the employer's protection arrangements for health and safety.
- Ensure you do not misuse or interfere with equipment provided for your safety or the safety of others.
- As 'First Line Manager' it is your responsibility to 'lead' H&S on your shift and to demonstrate this by communicating the organisations' H&S policies to your team, ensuring H&S policies are put into practice. That you monitor H&S procedures and ensure legislation is acted upon. Your records must be accurate and prove your involvement in continuous improvement to H&S in your work area. Your records must show that any shortfall in H&S safety equipment is reported and replaced.

YOUR STAFFS' KEYWORKER RESPONSIBILITIES:

Where a member of their team holds keyworker responsibilities they must ensure the aims and tasks of this role are being carried out and that they can show by their monitoring, support and management of the Keyworkers activities that they fully understand this role and its requirements:

- To improve the quality of life of the young person by ensuring satisfaction of his/her needs.
- To enable the young person to keep moving towards agreed goals/ targets
- To monitor and ensure the key person keeps regular contact with family, friends and social worker.
- To supervise the quality, content and deadlines for submission of reports and record keeping on behalf of the young person.
- To ensure all staff are informed in supporting the young person to achieve their stated educational and residential targets
- To ensure all relevant staff are advised of current care plans, risk assessments, intervention and therapy plans
- To ensure the young person's finances, clothing, personal care products and personal belongings are all maintained to meet the young person's needs
- To ensure Keyworkers attendance at meetings are facilitated i.e. reviews, satellite meetings, school progress meetings, liaison with Therapy departments, consultants etc.
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If a member of their team holds key worker responsibilities, and are absent from duty they will be required to undertake the keyworker role to ensure individual development continues.

As a shift leader, there is a requirement to attend Keyworker training and be familiar with the Keyworker job description in order to fulfill the above requirements affectively.

The content and reporting lines will be reviewed regularly and will change over time.