

WINSLOW COURT LTD (Ecclesbourne lodge)

Job Description

JOB TITLE: Shift Manager (First Line Manager)
MAIN LOCATION: Ecclesbourne Lodge
RESPONSIBLE TO: Registered Manager
SUBORDINATES: Deputy shift Manager & Residential Support Workers

MAIN RESPONSIBILITIES:

- To enable all Service users of OneNineFive to lead a valued, fulfilling life and to maximise the potential capacity of those Service users by using a Person Centered Approach.
- To work in accordance with the values and philosophy of care at Senad - supporting the personalised development of each Service user, recognising talent, sensitivities and beliefs and respecting the dignity and individuality of each Service user at all times.
- To lead and manage a small team of residential support staff, to the set standard of care, ensuring each shift runs smoothly and effectively. Following 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 in response to any Adult Protection issues and to act in response to any 'Crisis Management' issues by following all company policies and procedures.
- To identify individual team members' and your own professional development needs, record them and arrange access to upskilling or a suitable development programme.
- To problem solve and overcome difficult situations.
- To complete on-call shifts on a rolling Rota.
- To manage all aspects of the day to day running of the home.

KEY TASKS:

- To work alongside residents, keyworkers, management and other key persons to construct Person Centered Plans.
- To undertake Person centered planning meetings
- To check and sign all records
- To attend staff meetings and seminars and individual support and supervision meetings with relevant managers and professionals.
- To support Residential support workers in their role, outlining responsibilities in accordance with the job description.

- To ensure the team provide a high standard of personal care for each Service user, including matters of physical wellbeing and personal hygiene.
- To be aware of the emotional needs and aspirations of each Service user, provide opportunities for appropriate emotional expression, and support the service user to pursue their cultural and religious persuasion and have freedom of choice wherever possible. Ensure the support worker team follow the same approach.
- Ensure staff are allocated accordingly for each shift.
- Manage house and service user's money including daily audits and allocation of money for activities.
- To build and maintain positive relationships with family members and professionals keeping all informed using appropriate communication as requested.
- Contribute and adhere to Service user behaviour management strategies. Ensure all team members are consistent and follow the agreed approach in working with Service user behaviours.
- To ensure the safety of Service users and other staff at all times. Using sound risk assessments as appropriate.
- As a 'First Line Manager' be able to actively show 'Personal Proactive Management Skills' in Planning, Prioritising, Delegation and Management of policies and procedures.
- Give an informative and effective 'hand over' to the next team/shift on duty providing all necessary information on the residents current and past behaviors, needs, activities, medication, appointments, visits, staffing and vehicle requirements for example.
- To monitor record and address attendance of their team.
- To monitor, administer and accurately record all Service user medication once appropriately trained.
- To establish, delegate and monitor for each shift a 'Chain of responsibility' for example medication, cooking, appointments, activities and drivers.
- To ensure the deputy shift manager has the ability to complete every aspect of your role during your annual leave and unplanned absences such as sickness.
- Ensure the home is clean and tidy at all times and in preparation for the next team on duty. Including ensuring daily checks are completed.
- 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 where required. During low occupancy periods, to work across any SENAD east midlands locations as required.
- To be responsible for arranging replacement staff for any Rota staff short falls. To stay and maintain safe staffing levels until cover arrives.
- To initiate day time activities including training and therapy in conjunction with the daily programme of the Training Ccoordinators or Registered Manager. Ensure that Service users and staff attend and are punctual for planned activities. Ensuring activities risk assessment are completed for each activity.
- To initiate a selection of evening and weekend activities for Service users,
- Complete care certificate observations

- To conduct and adequately record regular monthly supervision 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 or as and when required.
- To complete probation meetings with their team members addressing areas of good practice and areas of concerns following guidance from Registered manager.
- To continuously monitor and review their own and their teams practice to identify development needs measured against care plan requirements, best practice, current legislation and organisational policies and procedures.
- To ensure team members have breaks according to legal requirements.
- To provide the team with support and debriefs as required.
- To continuously monitor and review their own and their teams recording to ensure they are accurate, valid and current. Identified development needs to be measured against job descriptions/specifications, care plan requirements, current legislation and organisational policies and procedures.
- To constructively challenge and manage poor practice against standards set in organisational policies and procedure (for example in compliance to dress code, time keeping and professional performance).
- To be able to show a working knowledge of 'Risk Assessments (RA)' covering their Service user's needs, activities, visits and H&S issues required for them to be kept safe. Be able to show that their team is up to date, understands and can apply each RA requirement on their shifts, also amend RA after trialing new ideas or aim to reduce some of the limitations within the RA.
- To complete and keep up to date audit sheets and chronologies.
- To take part in the on call system.
- To drive company vehicles as long as the required criteria is met.
- To ensure that fire regulations are followed including fire evacuations as per calendar.
- To ensure service users health is monitored, weights recorded and GP and hospital appointments are booked, attended and outcomes record.
- To ensure accidents, incidents and safeguarding's and health concerns are all reported and recorded.
- Report and record and maintenance requirements.
- To work within the spirit and intentions of the Equal Opportunities and Equality & Diversity policies and procedures and report concerns immediately.
- To complete any other reasonable duties as requested by Management.
- To ensure that sickness levels within the team are kept at company policy at all times
- To complete shift swaps and annual leave requests, ensuring they are on the rota and ISYS within company guidelines and limits
- To keep ITime for your team up to date, ensuring that all discrepancies are rectified.

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 which you consider represents 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 on H&S on your shift, 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.

YOU'RE STAFFS' KEYWORKER RESPONSIBILITIES:

Where a member of your team holds key worker responsibilities you must ensure the aims and tasks of this role are being carried out and that you can show by your monitoring, support and management of the Key Workers activities, that you fully understand this role and its requirements:

- To improve the quality of life of the key person by ensuring satisfaction of his/her needs.
- To enable the Service users to keep moving towards agreed goals.
- To monitor and ensure the key person to keep regular contact with family, friends and social worker.
- To monitor and ensure Key Worker reports are accurate, valid, current and available for all parties requiring this information and receive it on time for example prior to reviews and planning meetings.
- To compile written reports on the key persons' development
- To ensure that your sickness levels are kept within the companies policies and guidelines, absences without prior notification will be treated as gross misconduct due to the responsibilities of your role

If a member of your team holds key worker responsibilities and they are absent from duty, you will be required to undertake the key worker role to ensure individual development continues.

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

Name _____ Signed _____ Date _____

