The SENAD Group
WINSLOW COURT
Job Description

JOB TITLE: Lead Care Practitioner
RESPONSIBILITY LEVEL: First Line Manager
MAIN LOCATION: Winslow Court
RESPONSIBLE TO: Residential Manager
SUBORDINATES: Social Care Practitioner

MAIN RESPONSIBILITIES:

- To enable all Service users of Winslow Court to lead a valued, fulfilling life and to maximise the potential capacity of those Service users - physically, intellectually, emotionally and socially.
- To work in accordance with the general philosophy of care at Winslow Court - 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 Service user 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 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 their own professional development needs, record them and arrange access to upskilling or a suitable development programme.
- To be responsible for organisational discipline policy within their team and others who come within their area of supervision.

KEY TASKS:

- To successfully complete the Care Certificate.
- To action and construct Service users' Individual Program Plans in liaison with Keyworker.
- To attend staff meetings and seminars and individual support and supervision meetings with relevant managers and professionals.
- To ensure a high standard of personal care for each Service user, including matters of physical well being and personal hygiene.
- Be prepared to provide support and personal care to someone who has contracted an infection or virus such as Noro virus or Covid.

- 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.
- 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.
- **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 client current and past behaviors, needs, activities, medication, appointments, visits, staffing and vehicle requirements for example.
- To ensure that the 'whole' of their team is available to attend and on time for each shift hand over
- 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 have an established and monitor a 'Fall Back Position' with their team delegating authority to cover the Shift Leaders and responsibilities role in their absence due to holidays, sickness, or unavailability though meetings attendance for example.
- Ensure the bungalow is clean and tidy at all times and in preparation for the next team on duty.
- 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. To be responsible for covering any absence of Sleep In or Waking Night staff, ensuring that the site is adequately staffed at all times.
- As 'First Line Manager' they are responsible for their own and their teams' time management and attendance on duty and in arranging 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 Service users and staff attend and are punctual for planned activities.
- To initiate a selection of evening and weekend activities for Service users, with the agreement and approval of Management & Training Co-ordinators and relevant sponsors.
- To arrange and manage monthly ***'team meeting'*** ensuring that a summary of discussions 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 meeting'*** agenda or recorded in an individuals' supervision/s. Records of Team Briefings to be reviewed before each meeting.

- To conduct and properly 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 continuously monitor and review their own and their teams practice to identify development needs measured against care plan requirements, current legislation and organisational 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 Bungalow Manager and Training Officer.
- To continuously monitor, 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.
- When development needs are identified to discuss and agree a suitable development plan and deliver it or arrange access to the agreed programme with agreement of Support Manager and Training Officer. Individual development to be monitored discussed and recorded via supervisions.
- 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 contained within the Lead Care Practitioner role remit.
- 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 trailing new ideas or aim to reduce some of the limitations within the RA.
- To be jointly responsible for the safeguarding of children and vulnerable adults in our care, it is a requirement of this role that you adhere to all relevant safeguarding policies and procedures.
- A commitment to protecting those in our care and keeping yourself and colleagues safe, therefore willing to wear PPE and take part in regular Coronavirus testing as instructed.
- Willing to care for or support those who may have an illness, infection or virus such as Coronavirus and therefore strongly advised to have had the Covid-19 vaccine (and any required booster jabs) where there is no medical or religious reason not to do so.
- Any other duties reasonably considered by management as necessary for the safe and successful running of Winslow Court.
- 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 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' H&S on your shift to show 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 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

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.