



Wellington Care
Enabling independence

Information Pack

Team Leader



Job Description

JOB TITLE: Team Leader

LOCATION: The post holder will be based at various sites, therefore being able to travel within the Hull and East Riding area is required.

SALARY: £12 per hour + on call bonus

HOURS: The post holder is required to work their contracted hours flexibly to meet the needs of our clients and the organisation which may include evenings, weekends or public holidays.

REPORTS TO: Registered Manager

VALUES AND COMMITMENT: Wellington Care are committed to the inclusion, safeguarding and welfare of vulnerable adults experiencing complex mental health difficulties. All staff members are selected, vetted and trained to a high standard to enable them to provide the safe and effective care of those who use our service. It is a criminal offence for people who are barred from working in Regulated Activity (under the Safeguarding and Vulnerable Groups Act 2006) to apply for roles that require them to work unsupervised with our service users.

OVERALL PURPOSE OF THE JOB

To provide the highest quality of care and support to all people who use the service in accordance with company policies and procedure, best practice and standards set by the regulatory body.

ROLE RESPONSIBILITIES

1. To provide day-to-day shift leadership, practice development coaching and mentoring of Support Workers to ensure that the support and personal care delivered to service users is effective, appropriate and meets required standards.
2. To ensure that all service users have appropriate individual care and support plans which are regularly monitored and reviewed, including key working with service users in the development, implementation, monitoring and reviewing of individual support plans
3. 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
4. Greet all visitors, and answer the telephone, in a friendly, courteous and efficient manner and promote Wellington Care positively at all times in the local community.
5. To work with service users on a day-to-day basis encouraging them to become as independent as possible in all aspects of their lives including developing life skills, social activities and attending a range of appointments. To encourage and ensure optimum service user involvement within the service and ensure access to appropriate multi-disciplinary support services.
6. To develop, maintain, liaise and negotiate with external agencies in relation to service delivery including service users support planning and implementation.
7. Be alert to and proactive in safeguarding the health, safety and welfare of the people supported, yourself and colleagues based in the service, and escalate concerns in a timely, professional, and appropriate manner.

8. Administer medication in accordance with Wellington Care's policies and procedures.
9. Fulfil sleep-in duties in accordance with the agreed rota if required.
10. Work with and manage behaviours that may challenge enabling service users to develop from needing external control strategies to developing self-control strategies.
11. To carry out any other reasonable and relevant duties as required

ALL STAFF ARE REQUIRED TO:

- Show courtesy and respect to tenants at all times to ensure that they enjoy the highest quality of life. Respect the confidentiality of tenants and their families at all times and involve families and friends in the service users care and develop their trust.
- Be aware of, and at all times comply with all company policies and statutory requirements of the Health and Safety at Work Act, Care Standards Act and all Regulations made there under, maintaining records diligently and accurately as required.
- Greet all visitors, and answer the telephone, in a friendly, courteous and efficient manner and promote Wellington Care positively at all times in the local community.
- Maintain good working relations with all colleagues at all times.
- This job description indicates the main duties and responsibilities of the post. It is not intended as a complete list and may be subject to review periodically.

NOTES

This job description is not intended to be exhaustive in every respect but rather to define the fundamental purpose, responsibilities and dimensions of the role.

It is the nature of the work of Wellington Care that tasks and responsibilities are, in many circumstances, unpredictable and varied. All staff are, therefore, expected to work in a flexible way when the occasion arises and when tasks not specifically covered in their job description have to be undertaken. These additional duties will normally be to cover unforeseen circumstances or changes in work and they will normally be compatible with the regular type of work. If the additional responsibility or task becomes a regular or frequent part of the member of staff's job, it will be included in the job description in consultation with the member of staff.

Person Specification

ESSENTIAL REQUIREMENTS	DESIRABLE REQUIREMENTS
Educational / Professional Qualifications:	Educational / Professional Qualifications:
<ul style="list-style-type: none"> • Ability and willingness to work towards Level 3 diploma in health and social care • Ability and willingness to undertake the care certificate and skills for care management induction • Level 2 in Literacy and Numeracy (or equivalent) 	<ul style="list-style-type: none"> • Level 3 diploma in health and social care (or equivalent)
Skills/Abilities	Skills/Abilities
<ul style="list-style-type: none"> • Ability to lead, motivate and manage a staff team • Budgetary and administrative skills • Excellent verbal/written communication skills • Good knowledge of relevant regulations and legislation • Good understanding of care/support plans 	
Experience	Experience
<ul style="list-style-type: none"> • Demonstrated experience working in a health social care setting • Demonstrated experience working in a Team Leader/ senior role • Experience of working within complex mental health and behaviour that challenges. 	<ul style="list-style-type: none"> • Ability to demonstrate knowledge of recruiting and training staff. • Experience of co-ordinating staff rotas. • Experience of a multi-disciplinary approach to service delivery • Experience within an independent supported living environment
Character and personal attributes	Character and personal attributes
<ul style="list-style-type: none"> • Flexibility • Positive can do attitude • Approachable • Honest, trustworthy and reliable • Good organisation skills • Good professional boundaries • Good personal resilience • Enthusiastic and committed to supporting services users to achieve positive outcomes • Good listener and communicator • Demonstrate a commitment to further and continuing professional development. • Demonstrate an authentic interest in maintaining the quality of service in accordance with the standards set 	Driver, and willingness to undertake driving duties

by Wellington Care

- Demonstrate a commitment to further and continuing professional development.

Overview of Wellington Care

Founded in 2017, Wellington Care has been supporting local people to become independent for over 5 years. As a new organisation, we strive to be the best that we can be, supporting individuals with poor mental health, and other complex needs.

As an independent provider of specialist care and support, we believe that everybody should have the opportunity to realise their full potential and become as independent as possible.

We support adults across Hull and East Yorkshire with all aspects of their daily lives, including offering safe and welcoming living environments with around the clock care, as well as additional support within the community.

At Wellington Care, we are a passionate and committed team who go the extra mile for the people who benefit from our support.

Wellington Care is wholly owned by Hull and East Yorkshire Mind.

Our Aims and Objectives:

- To be a leading health and social care provider, focusing on supporting people with severe and complex mental health and other additional needs such as a learning disability, autism or behaviours that may challenge.
- To be a person centred and needs led organisation that will meet the holistic needs of a person to empower them to live as independently as possible.
- To support people to enable them to lead a positive and fulfilling life and achieve personal goals and ambition. This includes supporting everyone to go above and beyond their own vision of capability.
- To be the employer of choice within the communities we work in.

Our Mission:

Our mission is to empower individuals to achieve their hopes, goals and aspirations so that they can live a positive, fulling and independent life.

Our Underlying Principles are:

- We respect the individual
- We act with the highest standards of integrity, honesty and commitment
- We always strive to do the best we can in everything we do
- We focus on people's strengths and abilities
- We work together, and in partnership, with individuals
- We support and encourage innovation and creativity



Summary of Terms and Conditions

1. Probationary Period of Service

All new staff will undergo a probationary period which will generally be the first six months.

2. Disclosure and Barring Service (DBS)

It is a condition of employment that all staff have a DBS Disclosure at the appropriate level which will be paid for by Wellington Care.

3. Hours of Work

As per your contract of employment. All hours to be worked on a flexible basis to meet the needs of clients and the organisation. Staff who work more than six hours per day will take an unpaid lunch break of not less than 30 minutes.

4. Pay

No automatic annual increments are payable except for any cost of living increase which may be awarded to all employees at the absolute discretion of the Executive Committee.

5. Annual Holidays and Holiday Pay

Annual holiday entitlement with pay is 25 working days for full time staff and on a pro rata basis for staff working part time. In addition paid leave will be granted for all bank holidays (on a pro rata basis for part time staff) in each year.

6. Payments During Sickness/Injury

Staff who are absent from work for reasons of sickness, or injury sustained whilst carrying out their duties for Wellington Care, will receive six weeks full Company Sick Pay and two weeks at half pay in a 12 month period.

7. Pension Scheme

Under the Government pension regulations all eligible staff will be automatically enrolled into the Company Pension Scheme currently provided by Aviva. Staff contributions will be in line with the minimum percentage of gross basic earnings set by the Government. The employer contribution will be 3% of gross basic earnings. Additionally staff who are either non eligible or not entitled, under the regulations, may join the scheme and the same contribution levels would apply.

8. Subsistence and Travelling Expenses

Subsistence and travelling expenses are paid at rates determined by Wellington Care. Staff who work from home will have the first 10 miles deducted from their daily mileage claim.

9. Trade Union Membership

Employees have the right to join or not to join a Trade Union.