



Team Leader

An exciting opportunity has arisen to join the team at Stichell House Residential Home in Hartlepool.

Set in the landscaped grounds of the beautiful Greatham estate, Stichell House is a modern residential home in an enviable location. We offer 35 en-suite bedrooms, in a purpose built, modern facility with outstanding levels of care.

We recruit for attitude and are looking for people who are kind, caring and compassionate; who can ensure our residents are at the heart of everything we do and who also strive for excellence in care practices.

We have an Employee Assistance programme for all employees and their families. We offer manageable shifts, so staff are not always left tired and we have a commitment to providing the best training we can. Come and join the Stichell House family... a place to live, a place to love, a place to belong.

Location:	Based at Stichell House, Greatham, Hartlepool
Hours:	Average of 29.5 hours per week covering a rolling shift pattern. Mondays to Sundays (including Bank Holidays). A copy of the rota is included below.
Responsible to:	Registered Manager
Job Purpose:	To assist the Registered Manager and Duty Managers in the day-to-day operation of the residential care service to residents at Stichell House.
Salary:	£10.10 per hour
Contract Period:	Permanent

Key responsibilities and task

- To assist the Manager and Duty Managers in the day-to-day operation of the residential care service to residents at Stichell House. Within this, to work to ensure the civil rights, dignity, choices and as far as possible the independence of residents.
- To take on the role of Team Leader and carry out the role in accordance with the requirements of the Health and Social Care Act 2008 and the other associated regulations
- To work as part of Stichell House senior team.

Service Delivery

- To maintain a system of care planning and review which meets the physical, social, emotional and spiritual needs of each resident and to ensure that this system is supported by an effective recording system.
- To ensure that care practices accord with Hospital of God policies including the policies and rules contained within the employee handbook and to take appropriate in reporting any issues to the Manager or Duty Manager
- To observe pre admission assessments carried out by the Manager and or Duty Manager, ensuring the needs of prospective resident can be met.
- To be involved in the system for the protection of vulnerable adults.

- To maintain effective working relationships with officers of the local authority and health professionals who may visit the home from time to time.
- To receive complaints and concerns in accordance with the Hospital of God complaints policy and pass onto Duty Managers or Managers, or deal with low level complaints ensuring recording of the same
- To be involved and ensure that there is a catering service that meets the dietary needs of residents and produces meals that are varied, nutritious and as far as possible accord with the choices of residents.
- To promote social activities within Stichell House that are in accordance with residents' wishes and support residents to take part.
- To support the manager in ensuring residents' meetings take place in order that residents can discuss and influence the way in which their service is delivered.
- To be involved with the manager and duty managers ensuring the provision of appropriate health care arrangements for each resident in terms of medical care, dental care, chiropody and ophthalmic care.
- To administer residents medication in accordance with the Hospital of God medication policies and procedures. Also ensure that the policy for the storage and administration of medication is adhered to.
- To promote community links for residents.
- To under- take on call duties in the absence of Duty managers

Daily Tasks

- To ensure smooth running of the shift, by carrying out normal care assistant duties whilst observing any changes
- To prompt staff and to check that all fluid balance/diet sheets are filled in
- To check that all applications of topical medication has been applied as appropriate
- To check daily care plans and complete where necessary and to prompt care staff to complete
- To observe practises on each floor and assist colleagues as appropriate
- To ensure staff are carrying out duties as allocated by Duty Managers
- To report any concerns to senior staff
- To report any Health and Safety /maintenance issues to senior staff
- To carry health and safety checks on all equipment used

Resource and Financial Management

- To adhere to the effective system for the accurate and timely completion of timesheets and electronic rostering systems
- To maintain efficient administrative systems for the operation of Stichell House in accordance with Hospital of God policies and requirements and the requirements associated with any statutory obligations that the charity is required to meet.
- To ensure that Stichell House premises are kept clean, odour free, suitably heated and any defects are reported to the Manager
- To ensure all health and safety policies and procedures within the Hospital as required by legislation and in accordance with Hospital of God policies.
- To take part in staff meetings including senior staff meetings.

Personnel

- To organise an efficient and effective staff rota system and to ensure that this is reviewed with the manager and duty managers in the light of the needs of residents.
- To adhere to the effective system of staff supervision
- To ensure that personnel matters are dealt with in accordance with the provisions of the employee handbook.
- To support the manager in reducing staff sickness to the minimum possible level by means of the support and monitoring

Corporate responsibilities

- To undertake overtime to cover the senior rota in the event of an emergency.
- To receive management supervision from the Manager or Duty Manager
- To ensure positive professional relations with staff, Trustees, contractors and external agencies.

Other

- To always maintain the highest standards of organisational and customer confidentiality
- To demonstrate a commitment towards your own continuous personal development
- To implement Hospital of God policies on Health and Safety, Data Protection and Equal Opportunities always
- To undertake any other duties and responsibilities as may be reasonably required within the scope of the post

4-week rolling rota

MON	TUE	WED	THURS	FRI	SAT	SUN
7-3	7-3	RD	RD	RD	7-3	2.45-10
RD	7-2 CARE	2.45-10	2.45-10	2.45-10	RD	RD
2.45-10	2.45-10	RD	RD	7-2 CARE	2.45-10	7-3
7-2 CARE	RD	7-3	7-3	7-3	RD	RD



Factor	Essential	Desirable
Qualifications		<p>Additional professional qualifications</p> <p>NVQ Level 3 Certificate in the Safe Handling of Medication or willingness to work towards</p> <p>NVQ Level 3 in Health and Social Care or willingness to work towards</p> <p>Evidence of vaccination status (or proof of medical exemption)</p>
Experience	<p>Two years' experience of working with older adults and understanding complex needs in a similar care setting.</p> <p>Experience of building positive working relationships with residents and their families, staff and other health and social care professionals</p> <p>Experience of working with a large staff group and working alongside a senior staff</p> <p>Experience of working with other multi agency professionals in reviews</p> <p>Experience of care services, risk assessment and person centred care and support</p> <p>Experience of day-to-day duties required to meet the delivery of our service</p>	<p>An understanding of Hospital of God's mission, vision and values and service portfolio</p>
Knowledge/ Skills/Abilities	<p>Kind, caring and compassionate towards people in need of care and support</p> <p>Awareness of the Mental Capacity Act and Deprivation of Liberty Safeguards</p> <p>Leadership and motivational skills, leading the team by good example</p> <p>Knowledge of health and safety legislation and procedures including medication policies and procedures</p> <p>Knowledge of how to recognise abuse and safeguarding procedures</p> <p>Excellent understanding of the needs of people who require care and support in</p>	<p>I.T. skills including using electronic care planning systems</p>

	<p>line with best practice</p> <p>Excellent understanding of the principles of high quality person centred care and support and non-discriminatory care practice</p> <p>Ability to complete individual care plans with the involvement of residents and/or their family</p> <p>Understanding of systems to maintain confidentiality in relation to residents, staff and the business</p> <p>Ability to maintain clear written and electronic records and to follow statutory reporting procedures</p> <p>Respect for people suffering from a range of medical conditions with different backgrounds and beliefs to your own.</p> <p>Strong commitment to non-discriminatory care practice</p> <p>Ability to follow regular work schedules as determined by the Manager or Duty Manager</p> <p>Excellent interpersonal and communication skills, both written and verbal</p> <p>Commitment to respecting the rights of customers at all times and to promoting their privacy, dignity and independence</p> <p>Ability to show initiative but maintain focus on the tasks assigned to you</p> <p>Ability to work undirected and unsupervised</p>	
<p>Other (eg attitude, interests etc.)</p>	<p>Team Worker with flexible attitude to duties and hours of work</p> <p>To be assertive and confident ensuring residents are at the heart of all decision making and residents are supported fully in the process.</p> <p>Enhanced Disclosure from the Disclosure and Barring Service</p> <p>Clean and smart appearance</p> <p>A passion for outcome focussed person-</p>	<p>Receptive to the use of new technology within a care and support environment</p>

centred care	
Committed, enthusiastic, reliable	
Excellent time keeper and reliable	
Open minded and non-judgmental	
Willing to undertake further training relevant to the post	
Flexibility to operate within a constantly changing environment	
Drive and determination to achieve excellence	
Ability to keep calm under pressure	
Professionalism and integrity	