

## **JOB DESCRIPTION**

Job Description:	Team Leader
Responsible to:	Chris Collings, Case Consultant
Employed by:	Wrigleys Solicitors LLP on behalf of the Client
Job Summary:	<p>To work with the client in a rehabilitation and support role, supporting the client with cognitive tasks, emotional and behavioural aspects, relationships and enabling her to complete personal care and domestic tasks, in order that she can lead her life as close as possible to how she would have prior to her brain injury.</p> <p>As Team Leader, to be responsible for close input with the client regarding day to day decisions and support. To be responsible for management and oversight of administration tasks on the ground. To be responsible for supervision of the support team on a day-to-day basis. To work closely with the case consultant in the formation and implementation of a client centred strategy to enable her to achieve her goals.</p>
Requirements:	<p>Relevant experience relating to the key goals of the role, as outlined.</p> <p>Well organised, responsible, trustworthy and very reliable, attending all agreed shifts, unless for very good reason.</p> <p>Good communicator, liaising with the client, her family, friends and other professionals involved.</p> <p>Outgoing personality, who can provide good company and who will enjoy talking with the client and taking part in planned activities.</p> <p>Confident, creative and independent, in assisting the client in researching and planning activities. Ability to take the initiative and work alone is key.</p>

Genuine caring and patient profile with ability to learn and follow training and assessment in regard to competence and confidence.

Available for a variety of shifts throughout the week, both days and sleeping nights.

Ability to work using IT for email and support worker documentation.

Holder of a full driving licence and happy to drive on motorways and long-distance as required.

Very flexible – as the Team Leader, you are required to be available if there is no other cover available, as the last port of call in ensuring that there is cover in place to care for the client. This required level of flexibility is reflected in the enhanced pay rates.

**Key Support Goals:**

- (1) Promote the client's wellbeing and happiness at all times.
- (2) Consistently reinforce safe and appropriate behaviour, and positive choices that the client demonstrates, in line with her support programme.
- (3) Allow the client a freedom of choice and the opportunity to further develop her independence skills.
- (4) Support the client with her goals towards greater independence, a healthier lifestyle and pet ownership.
- (5) Enable the client to access the local community and engage in appropriate activities in line with the overall support programme and risk assessment.
- (6) Become familiarised with the type of activities and events that the client is interested in, in order to be better able to assist and encourage the client in making appropriate plans.

- (7) Support the client in planning for activities and events that they enjoy and to take part in these activities with them when the client wishes.
- (8) Support the client in researching new activities and events that they would like to take part in and maintain a calendar of appointments, events and activities, at least a month in advance to ensure that the client has adequate notice.
- (9) Support the client with other administrative tasks including telephone calls, reading and writing letters, emails, etc.
- (10) Support the client in maintaining relationships with her partner and family, and to develop new relationships.
- (11) Drive the client to activities and appointments when required.
- (12) Maintain a safe environment for the client in the home and in all community based activities (subject to training and risk assessment).
- (13) Respect the privacy of the client, her friends and family. All matters relating to the client's situation are to be treated as confidential and are not to be disclosed to a third party.
- (14) Take responsibility for completion of administrative tasks and paperwork, completing reports, recording targets, completing handovers, etc.
- (15) Maintain good communication with the team and other professionals to ensure a consistent approach by all.
- (16) Use initiative when unforeseen events occur and communicate with all relevant parties.
- (17) Report all important issues to case consultancy.
- (18) When unsure of appropriate action to take, contact case consultancy for advice.

- (19) Maintain professional boundaries. While the Support Worker role is intended to support the client, it is not intended to take the place of other friendships.
- (20) Read and keep updated with all CCMS policies and procedures.

**Key Team Leader Goals:**

- (1) Work closely with the client, as her first point of contact on a day to day basis, providing guidance and reassurance, as necessary.
- (2) Support the client regularly to process information that she may find difficult to understand.
- (3) Support the client in and around any meetings and appointments that she may find difficult to attend and/or process, e.g. professional appointments, GP appointments, social services/DoLS input, etc.
- (4) Support the client to plan activities, day trips, holidays and trips away.
- (5) Collaborate with the case consultant in the formation and implementation of a client centred strategy to enable her to achieve her goals.
- (6) Support the client to achieve her independence goals, in line with her wishes.
- (7) Provide monthly update reports to the case consultant.
- (8) Work closely with the case consultant on reviewing and updating care documentation, including risk assessments, on a regular basis.
- (9) Take a lead role in planning and delivering regular team meetings.
- (10) Manage and oversee numerous administration tasks on the ground, including daily/weekly task checklists, records and logs, stock checks, rotas,

timesheet processing, annual leave management, incident reporting, etc.

- (11) Audit and manage financial records, including petty cash, the client's allowance, food budget and other funds.
- (12) Support the client with any correspondence, either general or directed towards them, including benefits, financial letters, insurance details, etc.
- (13) Organise and manage the staff rota and cover shifts as last port of call when necessary. As the Team Leader, you are required to be available if there is no other cover available, as the last port of call in ensuring that there is cover in place to care for the client.
- (14) Supervise the support team on a day to day basis and through periodic one to one supervision sessions, including goal setting and assessment.
- (15) Oversee daily diaries and support records to ensure these are of a satisfactory standard.
- (16) Oversee the induction of new staff and collate necessary information and records.
- (17) Delegate and oversee appropriate tasks to other members of the support team.
- (18) Arrange and supervise works or maintenance tasks relating to the client's house, car, garden, etc.
- (19) Work with the case consultant in planning and implementing policies, procedures and protocols relating to COVID-19.

**Aids to Daily Living:**

- i) Enable the client to complete personal care tasks through reminders and offering support when necessary.
- ii) Enable and support the client in preparing for and completing domestic chores, e.g. shopping, cleaning, laundry, etc.

- iii) Report any breakages as soon as possible.
- iv) Report any hazards or health and safety concerns as soon as possible.
- v) Check that all equipment is in safe working order as per risk assessment requirements.

Petty Cash: Be responsible for any “petty cash” which may be made available to you and keep a record of expenditure with receipts for the case consultant.

Pay Monthly: A form will be forwarded to you for completion regarding details required. Hours will be collected in order to be sent to payroll before the 15<sup>th</sup> of the month. You will be paid by cheque/BACS for the 1<sup>st</sup> of each month or as soon as can be arranged thereafter.

Contract: There will be a three-month probationary period with a formal appraisal three months thereafter.

Initially a letter of appointment will be given, which will contain your holiday entitlement, sickness arrangements, hourly rate, etc.

Meetings: All support workers must attend meetings with the case consultant and therapists, as relevant, and these meetings will be held not more frequently than monthly. However, it may be necessary to call a meeting earlier when you will be expected to make all reasonable arrangements to attend. You will receive payment for attending meetings or trainings sessions if not on duty at the time.

A range of goals may be set at each meeting, and these are to be carefully maintained by the support workers and written records to be kept. It is important to maintain a realistic outlook on the client’s abilities.

This is by no means an exhaustive list and there are other areas, which will become apparent as time goes by.

Please acknowledge that you have received the Team Leader Job Description, outlining the responsibilities of a Team Leader, which will be discussed in more detail as part of your training.

\*Please note: Community Case Management Services Ltd are not the Employer nor should we be referred to as such.

Signed.....

Date.....