**JOB SPECIFICATION**

**POST TITLE: Team Leader**

**RESPONSIBLE TO:** Hospital Manager

# JOB DESCRIPTION

**Purpose and summary of job:**

To lead members of the Support Worker team under the direction of the clinical team. Providing provision of care; ensuring clients retain as much of their dignity and individuality as possible as well as being involved in the general activities of the Hospital / Unit.

**MAIN RESPONSIBILITIES:**

1. Ensure patients filing and documentation complies with legal requirements and company policies and procedures.

1. Guides and trains Support Worker team in policies and procedures.

1. Promote and ensure the good reputation of the Hospital. To maintain and demonstrate a positive attitudes towards clients, their families, staff, visitors and others.

1. Support Clients who need assistance with independent living skills/ personal hygiene encouraging independence.

1. Lead a team of Support Workers.

1. Manage staffing levels for Support Workers.

1. Undertake relevant hospital filing and documentation.
2. To make sure all staff are correctly inducted and trained before supporting the individuals in our care

1. Induct new employees on policies and procedures and refresh other Support Workers.

1. To demonstrate non-discriminatory practice in all aspects of work.

1. Assist Clients who have limited mobility or physical / learning difficulties, making the best use of aids provided.

1. Carry out any levels of observation as directed by Nurse-in-charge.

1. Under the supervision and guidance of trained Staff, care and report on the well being of Clients.

1. Read care planning needs for Clients and complete written daily records as instructed by trained Staff.

1. To participate in developing and leading training session for staff.

1. Assist in framework of social activities by interacting with Clients and helping them continue with hobbies and activities in the Hospital.

1. Answer Nurse Call System, giving assistance as required, as well as answering the door and telephone appropriately.

1. Carry out regular checks on Clients at intervals determined by trained Staff.

1. Closely monitor Clients who may be confused and / or have behavioural problems due to learning difficulties/ mental health needs.

1. Make Visitors welcome and give them refreshments and any assistance they may require.

1. Support/encourage clients to change beds, ensuring that rooms are clean, tidy.

1. Clean and maintain equipment used by Clients / Relatives; i.e. wheelchairs, hearing aids, spectacles, etc.

1. If applicable, check Clients’ clothing and rooms as named support worker and ensure that all clothing is clearly marked.

1. Where relevant, those aged 18 years and over may be required to escort Clients during transport to and from their Hospitals as well as on social outings.

1. Serve meals, drinks and wash up as requested / required.

1. When not attending to Clients use the time available to undertake domestic duties as requested / required.

1. Report immediately to the Hospital Manager any illness of an infectious nature or accident incurred by a client, colleague, self or a n other.

1. Notify the Hospital Manager as soon as possible of the inability to work, and also on return to work, from all periods of absence.

1. Maintain complete confidentiality of all matters concerning the Hospital, Clients, Staff and related work.

1. To assist in ensuring quality targets are met in accordance with agreed standards.

1. Participate in Staff and Client meetings and attend training sessions as required.

1. To participate in agreed systems of appraisal and individual performance review with the role of employee.

1. Understand and ensure the implementation of the Hospital’s Health and Safety Policy, Emergency and Fire Procedures.

1. Report any faulty appliances, damaged furniture or equipment and any potential hazard to the Hospital Manager.

1. Ensure the security of the Hospital is maintained at all times

1. Adhere to all Group policies and procedures within the defined time scales, NCSC standards and guidelines, Department of Health guidelines and legislation, including the Mental Health Act and Code of Practice.

1. Undertake other duties, as required, Clinical Team.

# PERSON SPECIFICATION

**For new appointments, a selection panel will assess each of the points below against what you have written on the application form – so, as a job applicant, you should explain, by using examples from previous jobs, voluntary work or whilst you were in education, how you match these points.**

To do this job effectively a person will need:-

## Knowledge

1. Knowledge of Mental Health Hospitals/Rehabilitation settings
2. Knowledge of the Mental Health Act
3. Understanding of Mental Health diagnosis

## Skills

1. Objective setting.
2. Communication Skills – including report writing.
3. Team working
4. Able to use and work on own initiative.
5. Able to contribute to the planning of care.
6. Positive approach.
7. Confident and assertive.
8. Social interactions
9. Ability to undertake the shift patterns
10. Good interpersonal skills
11. Able to assist patients with daily living skills
12. Ability to negotiate
13. Diplomatic

## Qualifications

1. GCSE English and Maths or equivalent training or qualification, or able to demonstrate the same.

Desired:

1. NVQ2/NVQ3

## Experience

1. Evidence of functioning in a supervisory role.
2. Evidence of ability to manage and resolve crisis and conflict within the workplace.
3. Evidence of leading a team in a private healthcare facility 4. Previous experience in the care of Mental Health patients/clients.
4. Previous experience in care environment.
5. Experience within a rehabilitation setting

Jobholder ……………..……………..……..……………… Signed ……….......……….…….…..…. Date: ……………….

Manager …………..…………....…..…………………… Signed ……….….………….……………. Date: …..…….………