



Job Title: Team Leader  
Reports to: Management

### Our Aim:

To enable service users to live as independently and comfortably as possible by providing care and support to individuals and their families in their own homes providing services in a way which will preserve their dignity, privacy, and rights at all times.

### Main Responsibilities

- To work in accordance with the practices, policies and procedures of Carefirst IW Ltd
- To work in accordance with the legislative and regulatory requirements of the Care Quality Commission (CQC)
- To work within an on-call system
- Undertake on-call duties as directed and report on-call activity to the office or duty Manager at the end of each shift. On-call duties include;
  1. Picking up shifts from relief
  2. Covering sickness
  3. Covering care for annual leave
  4. Monitoring service users folders and keeping in good order with up to date Information
  5. Holding the on-call phone
  6. Working in accordance with Carefirst rota systems

- Organise and attend Service user reviews, including reviewing and updating of care plans
- To ensure all reporting recording and loan working documents are kept up to date
- To liaise closely with team members and other care professionals
- Undertake risk assessments as required
- Undertake community supervisions and spot checks
- Ensure the service user is not put at risk as a result of homecare activities
- Take responsibility for the safe handling of property and equipment belonging to the service user
- Dress smartly wearing uniforms provided by Carefirst IW Ltd
- Report changes in a service users condition, circumstances or changes to care schedules are reported to Duty Manager or Care Manager
- Attend training, supervision and staff meetings, as required

## Skills

- Experience of service provision in the care industry
- Understanding and commitment to empowering service users
- Willing to undertake appropriate qualifications for the business
- Ability to maintain confidentiality
- Excellent communication skills
- Good planning skills
- NVQ Level 3
- IT skills desirable
- Ability to cope with change and have a flexible approach
- Be respectful and have a non-judgemental approach
- Ability to work on own initiative and as part of a team
- Have an appropriate level of numeracy and literacy

## Additional requirements

- This post is subject to an Enhanced CRB disclosure and To have appropriate transport and provide copy of driving licence
- To have business use added to car insurance
- Hold on-call phone and take part in on-call rota
- Hold level 3 NVQ in care or above
- Be available to work alternate weekends
- Be able to diversify within your role, as there are many skill sets needed