



Job Description and Person Specification
Care Team Manager
Job Ref: HJ014

Job Title: Team Manager

Location: The Three Colne Area, Essex

Hours Available: 17 hours per week

Shift Pattern: at least 1 x 8.5-hour shift per week Monday to Friday 8.00-4.30.

The remainder of the hours will be a mixture of protected management hours and/or on shift as required

Employer: Frances Pierce in their capacity as Court Appointed Financial Deputy - Dean Wilson LLP.

Line Manager: Associate Case Manager, Ben Holden Ltd.

Pay:

Monday to Friday - £20.00ph

Weekend hours - £22.00ph

Any Occupational Restrictions?

Yes. This post is open to female staff only as it involves personal care
(*Occupational Requirement Equality Act 2010 schedule 9 Part 1*)

We are a Case Management company, commissioned to provide supervision and management to staff who are employed by the person they work for. When you join a team working with Ben Holden Ltd, you will receive excellent support from a specialist Case Manager and Registered Manager, access to exceptional training to develop your professional knowledge and expertise, and the benefit of forming a meaningful relationship with the person you will be working with, to make a real difference to their life.

We are currently looking for a manager for 'Katie' to assist with the management of her small team of support workers.

About Katie

Katie is 27 years old and lives in her own home with her parents and pet cat. Katie has an acquired brain injury which she received at or near the time of her birth. As a result, Katie has Cerebral Palsy which affects all four of her limbs, her trunk and neck. Katie also has a moderate learning disability and communication difficulties.

Katie can mobilise independently but does need 1:1 support to ensure she does not fall. Katie can walk in her house but uses a manual and electric wheelchair when out



and about in her local community. There is an expectation that Katie's support team will complete bespoke moving and handling training to be able to support Katie with her moving and handling needs safely.

Katie requires 1:1 support with her personal care and toilet hygiene. She requires support with meal preparation and eating and drinking and is fed all of her meals. Katie has a clear support plan for eating and drinking which must be followed to reduce the risk of coughing and choking.

Katie also needs support with dressing, putting on her coat and shoes and other aspects of personal grooming. Katie would welcome the support team's approach to be one where they initially take the lead when supporting Kiara but with an understanding of when to take a step back and support Katie to be as independent as possible.

Katie can communicate verbally, however, Katie's speech can be difficult to understand due to her Cerebral Palsy but as you get to know Katie this becomes much easier. Katie likes to have a chat and a catch up with the people who support her. Katie does need support to encourage her to be assertive and let people know when she has a problem, feels uncomfortable, or is upset about something that has happened.

Katie has a very active week, and she needs her support team to drive her to, and support her with, her activities which may include hydrotherapy, arts and crafts, drama, farm work and horse riding/care of horses. During this time Katie may require active support with managing her day-to-day money.

Katie is an avid animal lover and needs her support workers to be comfortable with animals. When at the farm support staff will need to be able to handle and feed farm animals and reptiles and when riding, support workers must be able to stand next to the horse and hold the reins and support Katie to mount her horse with her team. Training will be given in relation to supporting Katie with riding.

Katie is currently working with a range of independent therapists; Katie will require her support team to work with her in line with her bespoke therapy care/treatment plans. Full training and supervision will be provided in this area.

Katie is very sociable and likes being out and about with her support workers. She needs her support workers to make sure that activities are safe for her to complete and that any risks are assessed and managed appropriately.

Part of this role is to enable Katie's parents to have eight respite hours once a month. This will be agreed on a monthly basis. The aim is that both parents would have time away from the house, with a support worker supporting Katie with all her needs during this time.

It is important to note that Katie's parents are very involved in Katie's care and support and will be actively involved in training for the role.

The Roles and Responsibilities of the Job:

- The overarching role of the team manager is to provide first line management to the small team of support workers and ensure they are providing support to Katie which is positive, high quality, and in line with her care and support plan.

More specifically it is expected that the team manager will:

- Support Katie on shift in line with the support worker job description.
- To be an advocate for Katie and make sure her views are heard.
- To complete first line team management tasks, such as supervision and appraisal of support workers, rota planning, managing sickness and annual leave etc, arranging shift cover.
- Be available to provide some out of hours support.
- To support Katie to manage her personal spending and ensure moneys are accounted for.
- To keep detailed and accurate records, reporting any issues to Katies parents and Case Manager so that they can be resolved in a timely fashion.
- To communicate regularly with Katies parents and develop a working relationship based on trust and transparency.
- To be an excellent communicator and be the point of contact between the support workers and Case Manager and Katies parents.
- To work with Ben Holden Ltd to manage and assist support workers induction, coordinate training and help to deal with any disciplinary issues should they arise.
- To assist the Case Manager with writing and updating care plans and associated risk assessments.
- To complete audits as required, or delegate these to other staff.
- To contribute to the planning of trips and holidays.
- To attend supervision, team meetings and training sessions / courses, as requested.
- To manage health & safety in the home to maintain a safe environment and to anticipate any potential risks.
- To support all policy and procedures and ensure support teamwork within these standards at all times.
- To be accountable for standards of professional practice and to undertake all other related duties commensurate with the general level of responsibility of the post.

Pay and Other Benefits:

- Monday to Friday - £20.00ph
- Weekend hours - £22.00ph
- 5.6 weeks annual leave per annum (pro-rata)
- Pay to attend supervision and training



- Mileage rates for any use of own vehicle
- Access to Ben Holden Ltd employee assistance programme
- Access to Ben Holden Ltd discount scheme

The Work Environment:

Katie's parents live with her at her home. There is parking at the house, but the house is on the site of a working farm. Care must be taken to not block access to farm vehicles or buildings.

Katie has a pet cat and due to Katie's love of animals all support workers need to be confident with animals.

This role is strictly a non-smoking/non vaping role. Katie does not like smoking/vaping so she would ask you not to smoke or vape whilst you are working with her.

Confidentiality:

The ability to respect the privacy of Katie is fundamental to this position. All matters relating to Katie's condition are to be treated as confidential and are not to be disclosed to a third party or spoken about outside of her home. As this employment is based in the private home it is inevitable that on occasions the support workers will become privy to certain matters relating to the personal life and business affairs of Katie's family. These too should be treated with the utmost confidentiality and, wherever possible, the support workers should avoid coming into contact with the family's personal belongings and correspondence.

Person Specification:

Applicants are invited who can fulfil the following criteria:

Area	Essential?	Desirable?
Skills		
Ability to use IT for record keeping and care planning	Yes	
Effective communication skills, written and verbal.	Yes	
Able and willing to drive and use own car for support.	Yes	
Able to write and contribute to the completion of care plans and risk assessments.	Yes	
Being able to mentor and facilitate communication and manage areas of conflict/problem solve.	Yes	
Remaining calm and tolerant in stressful situations.	Yes	
Attention to detail and organised.	Yes	
Experience		
Working in peoples own home in a similar team management role.	Yes	

Area	Essential?	Desirable?
Experience of medication management	Yes	
Experience of supervising care support workers and completing first line management tasks.	Yes	
Experience of managing rotas, sickness and annual leave and covering rotas.	Yes	
At least 3-years' experience of working in a health or social care environment.	Yes	
Experience of working with people with brain injuries, cerebral palsy, learning disabilities.	Yes	
Nursing or social work, psychology qualification or NVQ level 3 or above.	Yes	
Knowledge and understanding		
Knowledge and understanding of safeguarding and how to promote the welfare of vulnerable groups.	Yes	-
Knowledge of the Mental Capacity Act and how to apply this to working with adults with additional needs.		Yes
Knowledge of the local area and activities and events for people with additional needs.		Yes
Understanding of professional boundaries when working closely with people in their own homes.	Yes	
Personality and interests		
Being calm under pressure.	Yes	
Organised and good time keeping.	Yes	
Have a happy and positive personality whilst working.	Yes	
Being confident and assertive in managing a team.	Yes	
Being and animal lover.	Yes	
Values that are important to the family		
Being respectful in tone and manner	Yes	
Respecting Katies equipment and personal possessions when in your care	Yes	
Being a nonsmoker/non vaper	Yes	
Not swearing	Yes	
Calm and confident driver	Yes	
Being on time.	Yes	



All successful candidates will be subject to a probation period, where their capability and competency in the above areas will be assessed.

BHL is committed to the protection of individuals from avoidable harm and abuse. All successful applicants will undergo an Enhanced DBS (with barred list) checks (at the expense of the employer). This role is exempt from the Rehabilitation of Offenders Act, and it is a criminal offence for people who are barred from working in regulated activity to apply for this role. We will require a full job history and evidence of your conduct at work (for roles involved in working with vulnerable groups) and will seek both professional and employment references before employment commences.