



Job Description and Person Specification
Care Team Manager
Job Ref: SC004

Job Title:

Care Team Manager

Location:

Taverham, Norfolk

Employer:

Your Employer will be the client, acting by her Finance deputy.

Line Manager:

Ben Holden Ltd Case Manager and Registered Manager

Hours and Shifts:

This role is for 35 hours per week, 30 to be worked on the rota over 4-days (2 early and 2 late shifts) and 5 hours per week for admin tasks.

Current shift times:

07.45 – 15.30

15.15 – 22.00

Nights will not normally be expected from the Team Manager but may be required to cover for other staffs' absence.

You will be required to work at other times to complete the administration tasks, including meeting with support workers.

Any Occupational Restrictions?

Female staff only due to the provision of personal care (*Gender is considered to be a genuine occupational requirement in accordance with paragraph 1 of Schedule 9 of the Equality Act 2010*).

Pay and Other Benefits:

- £18.00 per hour (gross) on weekdays
- £20.00 per hour (gross) on weekends
- £17.00 per hour (gross) on weekday nights
- £19.00 per hour (gross) on weekend nights
- £15.00 per on-call shift weeknights
- £17.50 per on-call shifts weekend nights
- Double pay for any bank holidays
- 5.6 weeks annual leave per annum (pro-rata)
- 2 weeks employer sick pay
- Pay to attend supervision and training
- Mileage rates if using your own vehicle for business use



About our client – ‘Doris’

‘Doris’ is a 38-year-old lady who has a brain injury. She is a full-time wheelchair user requiring help with personal care including washing, dressing, going to the toilet and managing her catheter. She lives with her partner in her own home, a purposefully adapted bungalow.

Doris requires support to access the local community, she enjoys going shopping, out for coffee, shopping, swimming and to visit the local garden centre.

Doris enjoys spending time at home, she enjoys art and crafts, jigsaw puzzles and baking. She has a weekly PT session and a weekly physiotherapy session, she attends hydrotherapy and the Team Manager must be confident in supporting with this.

The Care Team Manager Role:

The role of the manager is primarily to organise the team of 7 support workers, ensuring that the care provided is of the highest standard and the client is listened to and valued.

Hours are divided between working with the client 1:1 and administration time.

- Work in line with the support worker job description (see below) when working on shift with ‘Doris’.
- To be responsible for maintaining the team rota, ensuring that annual leave and sickness is managed and ‘Doris’ has cover for all her care needs (including liaison with the agency).
- Manage any emergencies. This may require occasional availability outside of normal working hours.
- To participate in the teams’ on-call rota (nights).
- Be responsible for checking staff timesheets monthly and ensuring staff are meeting their contractual obligations, including following the correct absence management procedures.
- Be responsible for maintaining daily health and safety in the client’s home, including overseeing the completion of associated audits, co-ordinating regular equipment servicing and maintenance and reporting any issues immediately.
- Oversee the safe management of the client’s medication.
- Maintain accurate care plans supporting the staff to work in a safe and person-centred way.
- Act as a role model for the other staff.
- Meet with the staff regularly, to provide supervisions.
- Assist with the planning of team meetings.
- To be the main point of contact for the Case Manager or Registered Manager.
- Act as an advocate for ‘Doris’ making sure that her views and opinions are heard.
- Work professionally with the therapists and Deputy involved in her team.



- To keep accurate records, including using the electronic care plan, and supporting other staff with this; IT skills are essential.

Responsibilities of the Support Worker Post

- To assist with all aspects of personal care, nutrition and hydration and medication needs.
- To provide emotional support.
- To work co-operatively with the agency, other support workers, therapists, and the case manager.
- To ensure that the client is at the centre of all decision making and her views and opinions are shared.
- To protect her from avoidable harm and abuse.
- To encourage the client's participation in social, recreational and leisure activities in the local community, including researching and planning these.
- To help the client care for her 2 cats.
- To ensure that staff always work in the best interests of the client, and she is supported to participate in meaningful and fulfilling activities.
- To implement any therapeutic programmes designed by the professional team of therapists. This could include occupational therapy, physiotherapy and psychologist.
- To advocate for the client and her well-being.
- To follow any company policies and procedures and ensure risk assessments are in place and always adhered to.
- To complete administrative and domestic duties as required during your working shift.
- To attend training as advised by the case manager.
- To attend regular supervision with the team leader or case manager, and team meetings.
- To keep high quality written records. Ben Holden Ltd uses an electronic care plan and staff need to be confident in the use of basic IT to manage these (training provided).

The Work Environment

Working in client's home in Norfolk and local community.

She lives in her own home with her partner, which is a purposefully adapted bungalow. The property includes a dedicated bedroom, office space and ensuite for staff.

Doris is a smoker, she only smokes outside in a designated smoking shelter. She does not require any assistance with this; staff monitor Doris to ensure her safety. Staff will be exposed to smoke in the workplace (outside).

Staff are not permitted to smoke or vape in the workplace.

Doris has 2 cats; staff must be aware that there will be pets in the workplace which they will have to support Doris to care for appropriately.

Confidentiality

The ability to respect the privacy of Doris is fundamental to this position. All matters relating to her condition are to be treated as confidential and are not to be disclosed to a third party. As this employment is based in the private home it is inevitable that on occasion the support workers will become privy to certain matters relating to the personal life and business affairs of the client. These too should be treated with the utmost confidentiality.

Person Specification

Applicants are invited who can fulfil the following criteria.

Area	Essential?	Desirable?
Skills		
Ability to use IT for record keeping, training and care planning and support other staff with this.	Yes	
Excellent communication skills, written and verbal.	Yes	
Able to drive and confident in doing this in a larger vehicle.	Yes	
Skilled in engaging with individuals who may struggle to control their emotions.	Yes	
Able to write effective care plans and risk assessments.	Yes	
Able to manage a busy workload, able to identify what is urgent and what can be delegated.	Yes	
Able to assist 'Doris' with putting on her make-up.		Yes
Confident in supporting hydrotherapy and other delegated therapy programmes.	Yes	
Area	Essential?	Desirable?
Experience		
Experience of working with people in their own home.		Yes
Experience of working with or supporting individuals with brain injuries or other disabilities.	Yes	

Experience of safe medication management.	Yes	
Experience of supervising and managing staff in a care environment.	Yes	
At least 3-years experience working in health and social care roles.	Yes	
Experience of following therapy programmes.		Yes
Area	Essential?	Desirable?
Knowledge and Understanding:		
Knowledge and understanding of safeguarding and how to promote the welfare of vulnerable groups.	Yes	
To hold a formal care qualification, minimum equivalent to a level 3 NVQ / QCF or care certificate.		Yes
Able to manage a staffing rota, and check staff timesheets for accuracy.	Yes	
Knowledge of professional boundaries and be able to maintain these in the workplace.	Yes	
Area	Essential?	Area
Personality and interests		
Compassionate but know when to step back to promote independence.	Yes	
Confident and resilient, able to work on your own initiative.	Yes	
Caring and good natured.	Yes	
Active and able to promote engagement in going out and completing therapy.	Yes	
Calm under pressure	Yes	