



## **Mead Medical Services Ltd**

### **Job Description**

<b>JOB TITLE :</b>	<b>Supervisor/Team Leader</b>
<b>REPORTS TO :</b>	Nurse/Assistant Home Manager/Home Manager
<b>JOB PURPOSE:</b>	<p>As a Supervisor/Team Leader, to oversee/maintain the care of all Service Users within the care home. Oversee and monitor the implementation of care plans.</p> <p>In the absence of the Manager, Assistant Manager and Nurse, to take responsibility for the day to day running of unit. To delegate tasks, monitor and audit work practice. Provide Supervision and support for staff.</p>

### **Qualifications and skills:**

- ❖ Previous management/supervisory experience
- ❖ Genuine interest in and experience of working with the relevant Service User group
- ❖ Ability to communicate effectively with Service Users, relatives and all grades of staff
- ❖ N/SVQ Level 3 in Health and Social Care or equivalent and 2 Management Units at N/SVQ Level 4 in Health and Social Care or equivalent or be working towards this certificate (You will have to pay for this course if you do not already have the certificate. You will be assisted in finding a training provider)
- ❖ Registered with or the ability to register with the SSSC as a Supervisor in Care Homes for Adults (if not registered you will be required to commence the registration purpose on offer of the post, continuing employment will be subject to suitable registration being achieved and maintained).
- ❖ Certificate in Medication
- ❖ Team player
- ❖ Satisfactory police check and satisfactory check against the relevant registers within the PVG scheme.

### **Main Responsibilities:**

#### Care

1. Ensure the highest possible levels of care are maintained by supporting/assisting Service Users, when required, with all aspects of daily living.

2. Assist Service Users on all aspects of their care needs (e.g. physical, emotional and spiritual). Provide attention when needed, whilst ensuring Service Users retain their comfort and dignity.
3. Dispense medication, and ensure correct recording of all relevant information relating to the medication.
4. Ensure all holistic assessments are carried out when Service Users are admitted to the home e.g. nutritional assessment, risk assessments, incontinence issues, Waterlow scale etc.
5. Participate in staff induction programme as and when required.
6. Ensure the Home is attractively presented, and odour free, at all times.
7. Ensure that all commodities used in and around the Home are sensibly conserved by all staff e.g. monitor the usage of incontinence aids, wipes, dressings, electricity etc.
8. Be aware of the need to manage and maintain budgets agreed by the Manager and Head Office e.g. correct numbers of staff on duty (correct numbers of senior and junior staff on each shift).
9. Be aware of the shifts overseas students are permitted to work and ensure these are adhered to.
10. Pay particular attention to assisting Service Users who have limited mobility, or physical / learning difficulties, making the best use of aids provided.
11. Ensure that all staff contribute to the best of their ability to the efficient running of the Home, and to the creation of an atmosphere conducive to the best interests of Service Users.
12. Take responsibility for Service User care, as designated by the Manager in his/her absence and the absence of the Nurse and Assistant Manager.
13. Maintain accurate records and ensure that each Service User within the Home has an individual care plan.
14. Monitor records made by staff in your team.
15. Ensure all care plans and risk assessments are reviewed at least monthly. Closely monitor Service Users who may be confused and / or who have behavioural problems.
16. Monitor effectiveness of Care Planned and ensure staff in your team carry out care as planned.
17. Ensure there is a daily plan of activities for Service Users
18. Assist in the delivery of care for Service Users who are dying or who have a progressive illness. Assist with last offices.
19. Answer Nurse Call system giving assistance as required. Answer the door and telephone appropriately. Respond accordingly and pass on messages promptly.
20. Ensure that rooms are clean and tidy, and commodes are empty, in line with the Care Home's disposal of waste policy.
21. Ensure full privacy and dignity is maintained for the dying and the bereaved, in line with the Company's policies and procedures.
22. Encourage independence in activities of daily living, providing assistance when required.
23. Assist in the reception of new Service Users, ensuring Care Plans and Risk Assessments are completed in line with Company policy.
24. Report any changes in a Service User's health to the Manager/Assistant Manager/Nurse.
25. Take part in staff meetings.
26. Take part in Service User review meetings and contribute to personal care planning.
27. Ensure Service Users are respectably and comfortably dressed and that they are appropriately groomed i.e. hair brushed, shaved, make-up applied where appropriate.
28. Ensure Service User's clothing, chair/bed, table and surrounding floor is clean after meals.
29. Monitor the condition of Service User's clothing and arrange repair/replacement as required.
30. Ensure all accidents and incidents are recorded promptly and in the correct format.
31. Report accidents/incidents involving Service Users, staff or visitors to the Manager/Assistant Manager/Nurse at the earliest opportunity.
32. Assist other colleagues in their duties as required or directed by the Nurse, Assistant Manager or Manager.

33. In emergencies, to remain on duty until appropriate relief becomes available.

#### Training and Development

1. Attend mandatory training days/courses, on or off site, as and when required.
2. Supervise and instruct junior staff and new members in all aspects of their work in the Care Home, giving help and guidance where appropriate.
3. Participate in relevant N/SVQ training to achieve required qualification.
4. Maintain professional knowledge and competence.
5. Take responsibility for your registration and maintaining your registration with the SSSC register. This includes keeping your portfolio up to date, with the correct number of hours training and evidencing training courses attended with certificates so as to remain on the SSSC register. Also to make the appropriate payment to the SSSC, within time scales, so as to remain on the register.

#### Health and Safety

1. Adhere to Mead Medical Services waste disposal policy.
2. Observe Mead Medical Service's Health and Safety Policy and be aware of your personal responsibilities for health and safety and to keep to safe working practices at all times.
3. Understand and ensure that the Health and Safety policy and Fire regulation policies and procedures of Mead Medical Services Ltd are adhered to and complied with.
4. Report any faulty appliances, damaged furniture or equipment to the Home Manager and Handyperson.
5. Report immediately to the Manager and line manager, any illness of an infectious nature or accident incurred by a Service User, colleague, yourself or other person connected with the Home.

#### Communication

1. Participate in staff and Service User meetings as and when required.
2. Establish and maintain good communication with Service Users, relatives and with the multidisciplinary team.
3. Obtain and provide a comprehensive report from the person in charge and advise the Nurse/Assistant Manager/Manager of any incident/accident and status of any Service User whose care /health is causing problems
4. Inform the kitchen of any special dietary needs. Supervise the serving of meals, ensuring that the special dietary needs of individual Service Users are being met.
5. Maintain good communications with the Nurses, Assistant Manager and Manager.

#### Confidentiality

1. Ensure the confidentiality of information gained whilst performing your duties. If you are in any doubt about divulging information about a service user or the Company's business to a third party, then please seek advice from you Manager before communicating such information.

#### General

1. Work with all other staff to ensure a happy, clean, dignified and safe environment for the Service Users.
2. Respect at all times the privacy of Service Users in their rooms and their property.
3. Ensure that the security of the Home is maintained at all times.
4. Adhere to all the Company's policies and procedures relevant to this role.
5. Ensure that all equipment is clean and well maintained.
6. Notify the Home Manager or person in charge as soon as possible if you are unable to report for duty and also when you can return to work after an absence.
7. Carry out any other tasks which may be reasonably assigned to you.

At All Times

1. Observe the Company's Health and Safety Policy and be aware of your personal responsibilities for health and safety and to keep to safe working practices at all times.

This job description indicates the main duties and responsibilities of this post and is not intended as an exhaustive list.

Mead Medical Services reserves the right to amend this job description from time to time according to the needs of the business, but this is a correct reflection of the duties involved at the time of writing.

Any changes will be confirmed in writing. Please note that you share with Mead Medical Services the responsibility for making suggestions to alter the scope of your duties and improve the effectiveness of your post.

Please sign and date below to indicate your acceptance of this job description.

Signature: \_\_\_\_\_

Name: \_\_\_\_\_ Date: \_\_\_\_\_