



Job Profile – GROUP LEADER

JOB PURPOSE

As a Rossendale Trust Group Leader you will lead a team of Support Workers and Senior Support Workers, who will be providing the highest standards of care and support to our tenants, by ensuring the tenants are treated with dignity and respect so that they can live a full and meaningful life.

A Group Leader is a key part of the management team, the Trust's direct point of contact with the care workers employed here and reporting back to the Operations Manager and the management team.

The Rossendale Trust places our tenants at the centre of everything that we do. Our values are built around the 5 Key Lines of Enquiry (KLOEs) as defined by the Care Quality Commission and which form the basis of the CQC inspection:

Is this service: **Safe; Caring; Responsive; Effective and Well led?**

Safe.

- Monitor and be responsible for the correct use and timely completion of all essential documentation by staff on the team, including but not limited to MAR sheets; medication administration observation, financial procedures; health records.
- Support and motivate the team and colleagues to create a safe and inclusive environment for the tenants in every aspect of daily life.
- Ensure that tenants have proper access to healthcare, that all appointments are recorded and attended, taking appropriate action as necessary.
- Be familiar with and regularly refresh staff knowledge of the types and indicators of abuse in relation to the safeguarding of vulnerable adults. Act appropriately as first line for reports by staff of all concerns, suspicions, allegations and incidents, in accordance with Trust policy and procedures.
- Oversee the safe administration of medications in accordance with Trust policy and procedures.
- Take active part in the On-Call rota.
- Be aware of all health and safety responsibilities, risk assessments and safety procedures. Provide a role model of best practice and responsibility within the team to protect the health and safety of tenants, self and colleagues, and visitors.
- Understand and protect the tenants' right to confidentiality of information in accordance with Trust Policy and the Data Protection laws.

Caring.

- Ensure that all care and support is delivered with a Person-Centred approach.
- Mentor, and provide a positive role model to the team, delivering care and support which promotes the values and policies of the Trust.



- Promote independence and choice for each tenant in all aspects of daily life. Work with the tenant and the support team to encourage personal development.
- Ensure that the team are observing best practice, with dignity and respect central to the provision of care and support to all the tenants.
- Ensure that meetings of all types are properly attended by well-prepared staff and provide support to those attending as needed.
- Support the tenants to develop the skills and knowledge which will enable each person to have ownership of their own lives.
- Mentor staff to support tenants in the planning, cooking and serving of meals, balancing respect for tenant choice with good nutrition, healthy eating and any dietary requirements.
- Carry out informal observations on a continuous basis, and feedback comments, praise and concerns to staff. Be a visible presence.
- Understand and display a positive, friendly attitude at all times, and ensure that the rest of the team follow your lead.

Responsive.

- Respond positively and promptly to any complaints or feedback from tenants, relatives or others, recording and sharing that response.
- Be able to communicate with tenants, following support plans and using any appropriate resources as recommended.
- Respond to any perceived or reported changes in a tenant's needs or choices. Share any such changes with your team and your line manager.
- Ensure that individual tenants' Support Plans and Person-Centred Plans accurately reflect the individual's needs and choices, and that PCPs are created in an appropriate manner.
- Enable each tenant to access educational or work experience choices and support the tenant as necessary in these and any other activities. Liaise with Oakwood, WorkTaste or external services to ensure that all possible activities chosen can be undertaken by the tenants.
- Attend all tenant reviews, or ensure that a properly prepared member of the team is able to do so.
- Understand mental capacity and at least the 5 principles of the Mental Capacity Act 2005, and mentor less experienced staff.

Effective.

- In the absence of the Operations Manager (O.M.) to be responsible for the management of the service to the tenants, liaising with other GLOMs and the Head of Care including working with the other Operations Managers.
- Support the O.M. in producing, monitoring and adapting the staff rota to meet the needs of the tenants by making best use of staff resources, with an understanding of funded hours and the effects this has to the rota.
- Responsibility of time management to ensure all daily tasks are completed as required.



- Ensure that the team all work according to Trust policies and take appropriate action in the event of any failure by staff to do so.
- Carry out supervisions and appraisals of all staff in your team, to an agreed timetable.
- Liaise with the Training Officer in overseeing and monitoring the Induction process, providing support as necessary to new staff.
- Be responsible for delegating and allocating tasks on shifts to the members of the teams to meet the needs of the tenants.
- Lead by giving an active contribution to the team, working to build and maintain appropriate relationships with tenants, relatives, colleagues and external professionals.
- Be responsible for all the recording systems and ensure that accurate and complete records relating to each tenant's care and support are kept.
- Attend and participate in tenant activities when appropriate, as defined in each tenant's Support Plan and Person-Centred Plan.
- Use the knowledge and experience gained by supporting each tenant to contribute to the Support Plan and/or the Person-Centred Plan for that individual, and incorporate the experiences of others.
- Be flexible and willing to work across a variety of settings to meet the needs of the tenants and the Trust.
- Read and understand the Key Policies of the Trust and be responsible for ensuring that all of the team have also read these policies.

Well Led.

- Be aware at all times that the Group Leader is a role model for the team and other staff, representing and requiring best practice in all aspects of our service, in all situations and locations.
- Understand the nature and purpose of a CQC inspection, and work with the OM to ensure that all aspects of the service are compliant with the standards required.
- Take responsibility for specific aspects of the service as agreed with the Operations Manager.
- Lead your team, respecting the practice of your colleagues and encouraging a professional service at all times
- Attend all training as nominated in order to develop your practice, and work to ensure that other team members attend if nominated.
- Understand and behave in accordance with the Trust's mission and vision. Know the Staff Code of Conduct and be prepared to mentor others.
- Work closely with the Operations Manager and Group Leader at your site to provide a unified and consistent approach to the management of the service.
- Arrange and chair team meetings and be prepared to delegate and oversee that function to develop the skills of SSWs.
- Promote the values of diversity and equal opportunities within your team and ensure that all staff understand that any form of bullying, harassment or intimidation will not be tolerated and will result in action if discovered.



PERSON PROFILE – GROUP LEADER

CRITERIA	ESSENTIAL/ DESIRABLE	ASSESSED BY
QUALIFICATIONS		
Level 3 Diploma in Health & Social Care or equivalent experience	E	Application/Certificate
ILM/Team Leader or Supervisor Qualification or willing to work towards	D	Application/Certificate
KNOWLEDGE AND EXPERIENCE		
Experience of working alongside people with a learning disability or in the Health & Social Care Sector.	E	Interview/Test
Experience of mentoring and coaching staff	E	Application/Interview
An understanding of a person-centred approach	E	Interview
Knowledge of supervisions	E	Interview
First Line Management of staff	D	Application/Interview
SKILLS AND QUALITIES		
Be able to use a computer effectively and have a working knowledge of Microsoft word and outlook	E	Application
Ability to multitask	E	Interview
Effective communication skills written and verbal	E	Interview
Work on own initiative	E	Interview
Ability to lead by example and feedback constructively	E	Interview
Flexibility with a 'can do' positive attitude	E	Interview
Problem solver and prepared to go the extra mile	E	Interview
Working collaboratively within a team treating each member with dignity and respect	E	Interview
Take ownership and responsibility for decisions and actions	E	Interview
Attention to detail and ability to work to deadlines	E	Interview
ADDITIONAL REQUIREMENTS		
Valid driving licence is essential and use of own vehicle for work This post is subject to an Enhanced DBS Disclosure		