

Job Description for The Friends Centre



Job Details

Job Title:	Team Leader
Location:	The Friends Centre, Greenswood Road, Brixham. TQ5 9HN
Hourly Rate:	£12.50 per hour (paid monthly on 23 rd of the month)
Contract Type:	Permanent
Hours	37.5 hours per week Monday to Friday 9.00am – 5.00pm with ½ hour unpaid break. Closing date 24 th January 2020 Interviews – Wednesday 29 th January 2020 at The Friends Centre

Job Purpose

The purpose of this role is to provide direct line management support and supervision of The Friends Centre team, and to deliver the management and administration of the service in line with our policies and procedures.

To monitor and ensure that the management of the service is effective and efficient.

To ensure person-centred day care is provided to all individuals, treating everyone with courtesy, dignity and respect.

The post holder will be a key member of Brixham Does Care. Your role will include supporting the main office as well as The Friends Centre.

Job Role

Strengths Based Working (*Respect and Dignity*)

- Working as part of a team to support Service Users in maximising their independence

Individualised Approach (*Everyone Counts*)

- Apply a person centred approach to all that you do
- Kind and caring approach

Quality (*Commitment to Quality of Care*)

- Adhere to the high standard of safety
- Provide excellent customer service to all Service Users

Partnership and Collaborative Working (*Working Together for People*)

- Work as part of a team to provide a high quality services to those using The Friends Centre services

Managing Connections and Relationships (*Compassion*)

- Working alongside Service Users, staff and the community to deliver an excellent service

Service Delivery and Improvement (*Improving Lives*)

- Strive to deliver the best service possible to Service Users
 - Seek and implement improvements to your service area
-

Primary Duties and Areas of Responsibilities

Communication and Working Relationships
<ul style="list-style-type: none">• Take part in 1-2-1 supervision sessions as required with line manager• Work as part of team to support Service Users and running of centre• Regularly have 1-2-1 supervision sessions with the team members, including the Caretaker.• Organise regular team meetings.• Ensure the diary and day book are kept up to date and make sure all staff comply.• Liaising with various agencies including Health & Social Care, Brixham Hospital Etc.• To manage all communication including personal correspondence, invoicing, emails, telephone to ensure that the safety and welfare of Service Users is of high priority.• To be empathetic when dealing with Service Users and their family.• To help promote The Friends Centre.
Planning and Organisation
<ul style="list-style-type: none">• Order stock and manage inventory to maintain budget efficiency.• Plan daily meaningful activity for all attendees.• Plan events and entertainment.• Recruit volunteers where necessary ensuring they are appropriately trained and managed.• Plan the route for the transport each day.• Drive the minibus when the Caretaker is absent.
Responsibility and Accountability
<ul style="list-style-type: none">• To provide line management support and supervision of TFC staff.• To manage the day to day work within the centre.• To organise and administer all assessments, care planning of new Service Users.• To ensure person-centred day care is provided to all individuals, treating everyone with courtesy, dignity and respect.• To update all financial data to ensure invoices and budgets are kept up to date.• To manage quality assurance, compliments and complaints.• To ensure mandatory training of all staff is kept up to date.• Monitor staff sickness, absence and annual leave to ensure appropriate staff levels.• Manage staff performance through 1-2-1s, appraisals and the disciplinary process.• To comply with GDPR throughout the centre including staff.• To review all care plans regularly involving the Service User.• To ensure care staff are delivering meaningful activity.• To ensure the safety of all equipment, by complying with appropriate legislation e.g. LOLER.• To ensure COSSH assessments are up to date.

Policy and Service Responsibility
<ul style="list-style-type: none">• Abide by Brixham Does Care's policies and procedures at all times.• Comply with all relevant legislation.
Administrative Duties
<ul style="list-style-type: none">• To collect all monies from service users in line with their individual financial assessments and manage day to day transactions.• To monitor sickness or other absences of Service Users and updating the local authority list for attendance.• To ensure contracts for Service Users are completed, updated and filed.• Keep mandatory training up to date• Attend any courses that may be relevant to your job role• Attend and contribute to meetings where required

Confidentiality and Information Governance

You must ensure that you adhere to the relevant BDC guidance in relation to Confidentiality and Information Governance, which includes the collection and sharing of information in relation to staff, Service Users, relatives, partner organisations and third parties.

Disclosure and Barring Service (DBS)

All applicants who are offered employment will be subject to a criminal record check from the Disclosure and Barring Service. This includes details of cautions, reprimands, final warnings, as well as convictions. Further information is available from the Disclosure and Barring Service at www.homeoffice.gov.uk

Equal Opportunities

You must ensure that you treat members of staff, Service Users and visitors with dignity and respect at all times and report any breaches that you witness to the appropriate manager.

Health and Safety

You must co-operate with management in discharging its responsibilities under the Health and Safety at Work Act 1974 and take reasonable health and safety precautions for yourself and others and ensure the agreed safety procedures are carried out to maintain a safe environment for employees and visitors.

Wellbeing

Our commitment to staff health and wellbeing looks at supporting our staff as 'whole' individuals. Staff are asked to be open about wellbeing issues at work, and have a responsibility to look after and manage their own health and wellbeing and to be mindful of the health of others. Preventative discussions are encouraged with line managers and staff asked to seek support and advice when mental health or physical health issues start to develop so that support can be accessed.

Safeguarding Children and Adults at Risk

BDC is committed to safeguarding and promoting the welfare of children and adults at risk and is dedicated to robust recruitment checks. Every employee has a responsibility for safeguarding and the protection of children and adults at risk. As such if the post holder witnesses, suspects or is told that abuse is occurring they have a duty to report the incident. Please refer to the BDC policies on Safeguarding Children and Vulnerable Adults.

Please email your CV and covering letter detailing a full personal statement of how you feel you would be suitable for this role to director@brixhamdoescare.co.uk FAO Emma. Alternatively, please hand your CV and personal statement in to The Friends Centre, Brixham Hospital, Greenwood Road, Brixham. TQ5 9HN

For further information please call in, or contact James - Brixham Does Care Manager or Emma – Brixham Does Care Director on 01803 224 970.

PERSON SPECIFICATION

Attributes	Essential	Desirable	Assessment Method
Qualifications and Training	Full, clean UK driving licence to include D1	Dementia training. Manual handling. First Aid. Mental Health training.	
Knowledge and Skills	Knowledge of the challenges that our Service Users encounter. Knowledge of all legislation that covers a day centre. A competent driver.	MIDAS / PAT training. Dementia skills. Mental Health knowledge.	
Special Experience	Has previous experience managing a team in a similar care setting. Dealing with people in a public and caring environment. Experienced driver. Good IT skills.	Dementia experience. Previous experience of driving a mini bus.	
Personal Requirements	Can manage a team. Excellent communication skills. Firm where appropriate. Friendly and approachable. Enjoys working with people. Ability to be patient/have empathy with service users and other centre users. Can work as part of a team. Good time management / punctual. Adaptable to change. A positive outlook to life. Reliable and Trustworthy. Self-sufficient and resilient. Presentable at all times.		
Other Requirements	Be able to work flexibly to the needs of the service. Physically able to undertake duties of role.		
Physical Effort	Moderate physical effort will be required to help Service Users on and off the minibus and support the day to day running of the centre, including moving some furniture and cleaning.		
Emotional Effort	Occasional/infrequent exposure to distressing or emotional circumstances.		
Mental Effort	Concentration needed at all times.		