

Job Description

Job Title	Shift Leader
Responsible To	Registered Manager
Accountable To	Regional Manager

Main Purpose

To enable the people we support to lead a valued and fulfilling life and to maximise the potential ability of all individuals, physically, intellectually, emotionally and socially, whilst working in accordance with the company's philosophy of care and values, policies, procedures and all relevant legislation.

Key Responsibilities (Duties not exhaustive)

When acting as Shift Leader you continue to be responsible for all duties set out in the Support Worker job description. However, the role of Shift Leader carries considerable additional responsibility and must be undertaken in the clear knowledge of this additional responsibility and accountability.

1. To be responsible for co-ordinating the work of the entire staff team, to ensure the home runs as smoothly as possible, providing a high quality service to the individuals we support.
2. To be an active role model in your approach to your work and also lead by example; demonstrating adaptability and flexibility.
3. To be responsible for the practical application of the company's Equal Opportunities Policy in all aspects of your work.
4. To be active in ensuring anti-discrimination practice in all aspects of your work.
5. To ensure excellent standards of professional practice according to the company's philosophy and guidelines.
6. To be responsible for promoting the health and wellbeing of each individual. To be able to identify and report any concerns that may compromise the safety and wellbeing of individuals at any time, in line with the company's safeguarding policies and procedures.
7. To be responsible for completing the timely and accurate handover to all oncoming staff at the start and end of your shift; ensuring all documentation linked to handovers is completed.
8. To ensure you communicate clearly to staff when delegating tasks and ensure they have understood and have the knowledge and resources available to them in order to complete it.
9. To take all practicable action to cover shifts if a member of staff phones in sick or does not arrive at work.
10. To deal with any problems which arise in a clear, calm and professional manner and to ring 'on-call' staff if assistance is required.
11. To be responsible for ensuring that activity plans are carried out as intended wherever possible; this may include driving a company vehicle, if applicable.
12. To be responsible for making any decisions required regarding changes to activities.
13. To ensure all medication needs of the individuals we support are correctly met and handled accurately. To report any concerns regarding medication without delay to the Senior, Deputy or Registered Manager ensuring you have a clear overview of the concern at hand.
14. To ensure staff conduct themselves appropriately and professionally at all times whilst on shift and give feedback to the Senior, or Registered Manager.
15. To ensure staff adhere to the company's dress code policy and follow risk assessment and guidelines in regard to any required PPE used within the home, reporting any concerns to Home Management.

16. To be responsible for conducting Shift Leader spot checks, completing relevant documentation and reporting any issues to Home Management.
17. To efficiently manage and support agency staff, new staff or staff from another service as required; being confident in first day procedures.
18. To ensure detailed daily designated service checks are completed during a shift and all records for these are maintained.
19. To be responsible for ensuring that timesheets are correctly completed and signed by all staff at the end of the shift.
20. To be responsible for ensuring all petty cash and Individual's finances are correct at the end of each shift.
21. To be a point of contact for routine and emergency maintenance issues that arise during the course of the shift, and to ensure that the next Shift's Leader and Home Management are aware of any reported and unresolved problems, this includes matters relating to company vehicles that may arise during the shift.
22. To be a point of contact for any routine or emergency medical concerns regarding individuals within the service during the shift, and respond accordingly arranging medical advice where required, and reporting Home Management.
23. To ensure that communication logs and medical records are updated following contact with family, professional other, medical appointment, other. Ensuring any associated actions completed or passed to the next Shift's Leader, and Home Management.
24. To keep Senior's and Home management informed of any incidents, Health & Safety concerns, medication errors, safeguarding concerns, complaints and staff conflicts.
25. To ensure staff that have been involved in managing, or supporting incidents during the shift, complete relevant incident report documentation in line with procedure, and receive a full de-brief from yourself, or Home Management. Using the debrief as an opportunity to reflect on the possible reasons for the incident, how it was managed and whether any changes could be made to improve the outcome of similar situations in the future.
26. Identifying and responding to any associated injury that requires medical attention of either the staff member or individual following an incident and alerting Home Management without delay, ensuring relevant accident forms/skin maps have been completed.
27. To ensure you keep your knowledge of the company's policies and procedures updated and refer to them to help guide your practice and that of the staff team.
28. To adhere to guidance set out within key support documentation relating to each individual. Including but not limited to; Care and Support Plan, Risk Assessments, PBM summary, Health Action Plan.
29. To liaise with and co-operate with the CQC's inspectors and inspections.

Additional Duties

It is the nature of the work that task responsibilities are in many circumstances unpredictable and varied. All employees are therefore expected to work in a flexible way when the occasion arises in order that tasks which are not specifically covered in their job description are covered.