

## Job Description – Care Leader

**Reports to:** Home Manager

**Job Purpose:**

Responsible for all aspects of shift management within the home which must be viable, person centered, and meet or exceed resident needs and expectations. Deliver a quality of service which meets Care Quality Commission (CQC) standards and improving the quality of resident's lives.

**Key Accountabilities:**

- Ensure the delivery of person centered care.
- Delivery of rotas and ensuring adequate shift cover.
- Performance of the care team.
- Culture and behaviours in the location.
- Compliance with company policies, CQC standards and other legislation directly affecting the home and its residents.
- Identify and report any incidences of poor practice or abuse in line with the safeguarding policy.
- Escalate concerns to the deputy and/or the home manager.

**Knowledge and Understanding:**

- Understanding of CQC standards and their impact in care management and practice.
- Share knowledge on good practice to improve or enhance care delivery.
- Health and safety legislation.
- Safeguarding of vulnerable adults – local and national policies.
- Mental Capacity Act.
- Deprivation of liberty.
- Data protection and confidentiality in a care setting.
- Ability to assess, plan, implement and evaluate care.

**Skills:**

- Commitment and passion to provide high quality care.
- Leadership.
- Negotiation and influencing skills.

- Computer and technology literate.
- Ability to adapt to different situations and work under pressure.
- Management and organisation skills.
- Flexible and reliable.
- Creates an environment where residents feel able to participate and contribute ideas.
- Creates a positive working environment and is an ambassador for Autograph values.

**Experience and Qualifications:**

- Previous people management experience.
- Knowledge of a care setting and the needs of older people.
- Experience of working in a customer focused environment.
- Experience of delivering hands on care.
- Experience of working in a multi-disciplinary team.
- Level 3 Diploma in health and social care or management.

**Key Activities:**

- Accountable for resident's care plans to ensure they meet needs, identifying and reporting any changes
- To lead and be responsible for the shift, assessing priorities, delegating available resource effectively and ensuring documentation is completed.
- Participate in hands on care, working with, leading, and coaching the care team and effectively managing care staff.
- Responsible for administering, recording, and ordering medication, and ensuring any medication errors are responded to promptly and effectively
- Effectively induct, supervise, and train Care Assistants to carry out their roles, managing any performance concerns as and when they arise.
- Keep the Home Manager up to date with any changes in dependency levels to ensure changes in care needs are met and staffing levels or fees are adjusted accordingly to meet requirements / costs.
- Responsible for ensuring the team adhere to infection prevention and control systems and processes in place and regularly monitoring them.
- Support in marketing of the home, meeting, greeting, and showing prospective residents and their families around.

- Liaise with other external health and social care providers and any stakeholders to ensure residents welfare needs are met. This may be in conjunction with the Deputy manager
- Responsible for a management task within the location such as moving and handling trainer, health and safety etc.
- Assist in meeting nutritional needs of the residents.

This job description outlines the main duties and responsibilities of the post; it is not intended to be an exhaustive list. From time to time the post holder may be asked to carry out additional reasonable tasks as appropriate to the needs of the business. As such this role definition will be subject to revision as required