

Job Description and Person Specification

Job Title	Team Leader
Team	Operations
Business Division	Complex
Reports to	Complex Care Manager
Location	Cheltenham

Summary

The primary purpose of the Team Leader (TL) is to support and ensure the delivery of complex home care services in their area, to people with medium to long-term complex care needs living in their own homes. The TL has responsibility to support the Complex Care Manager (CCM) to ensure the capability and standards of service delivered by Support Workers. Critical within this role and underpinning the delivery, is the need to operate both flexibly and reliably, whilst fiercely ensuring Acuity Care Group's values around person centred care are never compromised and that all regulatory compliance standards are diligently adhered to.

The role of the TL is broken down into three primary areas as follows:

1. Staff engagement and retention - Developing & maintain relationships with support Workers and people we support to drive high levels of engagement and communication.
2. Localised recruitment – supporting the CCM to recruit and attract new support workers.
3. Quality of service - The ongoing maintenance of services for the people we support, ensuring ongoing high standards of care and safety are constantly achieved.

Reporting directly to the CCM and working collaboratively with both internal and external stakeholders, this role is paramount to the successful performance of service delivery.

Key Responsibilities	
Localised recruitment	• Work collaboratively alongside the CCM and Recruitment Partner to assist with interviews • Coordinate and attend meet and greets with new support workers and clients • Attend recruitment fairs and events to attract new staff as and when required • Review adverts to ensure they meet the client's needs and requirements to attract suitable new staff • Liaise with the recruitment partner regarding any changes to the support required or hourly rates offered ensuring the correct information is held at all times
Quality of service	• Assist CCM and Care Co to ensure adequate care by support workers is always maintained, including managing oversight to cover in all areas within absence management. • Liaise regularly with the CCM and Care Coordinator to discuss each client and their care needs accordingly. • Liaise with the client to understand how and how often they would like contact to review and update on the service to ensure on-going high standards of care are being met and to also highlight any concerns that they may have. • Update care management system with all touchpoint records with internal and external stakeholders to document steps agreed and taken. • Drive actions agreed at engagement meeting with both support workers and clients • Completion of all operational documents (for example- Financial risk assessment, Fire risk assessment, moving and handling risk assessments).
Risk Management	• Build and maintain effective working relationships with key members across the business, including the OM, clinicians, other CCM's in Acuity. • Collaborative working with regional HR Business Partner Expectations to attend regional meetings
Working Relationships	• Build and maintain effective working relationships with key members across the business, including the OM, clinicians, other CCM's in Acuity. • Collaborative working with regional HR Business Partner • Expectations to attend regional meetings
Staff engagement and retention	• Support in the recruitment of high calibre candidates for support workers vacancies, ensuring candidates are recruited in line with Acuity's internal policies, procedures, and values

- Ensure the effective onboarding, induction, and training of new support workers to manage the care of the people we support
- Effectively provide and identify areas of training and support for all support workers ensuring they are clear on their role and have the right information and skills to be able to perform in their role
- Weekly check in touch points conducted with newly recruited support workers to guarantee smooth & timely onboarding process.
- Support worker supervisions to discuss performance, including development reviews and succession planning.
- Support worker team interaction via team meetings