



POST: Later Living Team Lead

REPORTS TO: Later Living Manager (Care)

For Tobermory, local reporting arrangements will apply

LOCATION: Development Based

PURPOSE OF POST

Under the guidance of the Later Living Manager (Care), provide leadership and support a Later Living with Care Service employee team. Ensure customers are supported to live independently within their own homes, and the employee team provide care and support in a person-centred manner, with kindness and compassion, creating positive outcomes for customers. To line-manage a group of employees, ensuring that all services are delivered flexibly, innovatively and in a responsible manner.

MAIN DUTIES

Customers

- Ensure person centred care is delivered and customer personal plans and all related records within Rubixx, ensuring the organisational standard is maintained and reviewed in line with Care Inspectorate Standards and relevant legislation.
- Ensure care reviews are carried out with customers to ensure that the assessed care and support is meeting customers' current needs, and that any unmet needs are appropriately referred to other agencies, maintaining the highest standards of care and support to customers.
- Ensure Customers can maximise their independence, choice and individual rights
- Maintain good relationships and liaise directly with other agencies, the community, social work service and primary healthcare services.
- Direct delivery of personal and emotional care to customers.
- Ensure adult support and protection referrals are made and reported to appropriate statutory agencies.
- Support the effective management of customer relationships and the timely resolution of any issues.
- Encourage communication and interaction between customers, their carers, representatives and employees.
- Be aware of and respond to customers with mental health needs, liaising with health professionals as required.

Employees

- Provide support and guidance, through regular support and skills meetings and on a day-to-day basis, to the employee team, ensuring that customers receive care and support in accordance with individual assessed needs.
- Manage and be accountable for the smooth running of each shift, adjusting care times as necessary and responding to situations appropriately, ensuring adequate staffing and shift cover is in place.
- Ensure all mandatory training needs are identified and are met through support and skills meetings and appraisals and that all staff adhere to the SSSC codes of practice and Trust's policies and procedures.
- Conduct regular sampling of work to ensure quality standards.
- Participate in the recruitment, induction, and probation reviews of employees.
- Participate in team meetings /briefings and support the Later Living Manager, in the management of the service and employees.

General

- Participate in the voids process, ensuring allocation of properties is in accordance with the Allocations Policy. This will include working with the internal colleagues and supporting customers to view properties and sign-up tenancies.
- Ensure health and safety records are maintained and testing carried out (e.g. fire alarms, building security, pendants alarms, emergency call system, etc)
- Attend internal and external meetings as appropriate.
- Ensure effective management and auditing of medication. Lead on medication administration, ordering and receipt of medication, error reporting and competency training in line with the Medication Policy.
- Undertake all mandatory and other training considered appropriate to the post
- Demonstrate personal accountability for all aspects of your role, taking responsibility for delivering high-quality outcomes, identifying potential issues at an early stage, and escalating matters appropriately.
- Undertake any other relevant duties as considered appropriate to the post

Skills & Abilities	Essential	Desirable
Effective communication with the customer group by adapting to different customer needs e.g. dementia or complex needs.	✓	
Effective written and IT skills including working knowledge of Microsoft 365 applications, rota	✓	

management systems, customer and employee information systems or similar.		
Ability to motivate, support and monitor the employee team in the delivery of care and support, providing 10/10 experiences for customers, and to lead by example.	✓	
Experience of administration/management of medication	✓	
Experience in managing emergency situations in a professional manner	✓	
Available to work on a rota basis including weekends, late/ early shifts, public holidays.	✓	
Ability to appropriately challenge any unacceptable employee behaviour, bullying, harassment or discrimination and report it through the appropriate channels.	✓	
Education, Qualifications, Training & Development	Essential	Desirable
SVQ level 3/HNC in relevant social care sector plus supervisory PDA units or the willingness to work towards	✓	
Other factors and attributes	Essential	Desirable
Commitment to continuous improvement, development of good practice and high-quality provision of services.	✓	
Current driving licence		✓
Satisfactory PVG Check	✓	
Obtain and retain registration with SSSC	✓	
Willingness to provide cover for colleague absences	✓	
Equal Opportunities	Essential	Desirable
This organisation is working actively to promote equality of opportunity both in its employment practices and in the delivery of its services. It is essential that the post holder is willing to work in accordance with existing policies and SSSC and Employee Codes of Practice.	✓	