Crossroads Care Surrey
HERE FOR THOSE WHO CARE

PROFESSIONAL SUPPORT SERVICES FOR CARERS

Job Description

Job title: Clubs Team Leader

Responsible to: Community Support Officer

Responsible for: Club Workers and Volunteers

Location: Across Surrey

Hours: 9.00am – 5.00pm (including a 30-minute paid on-call break)

Salary: £12.70 per hour

Main aims of the post:

- To lead a team of Qualified Carer Support Workers and volunteers to support adults with wide-ranging and sometimes complex care and support needs in a club environment, to allow their carers to have a break
- Oversee and provide personal care with dignity and respect
- Oversee and provide client-led activities that promote personal skills and independence
- Respond to clients' health and medication needs where needed – this may include the administration of specialist clinical tasks
- Assist in recruitment and induction process by providing shadowing for new staff members.

Key responsibilities:

- Leading by example in all tasks as outlined below.
- Liaising with the premises management team to access and secure the premises.
- Liaising to ensure correct referrals process and client admissions to the club.
- Reporting any facilities management issues to the premises management team.
- Providing regular supervisions and observational supervisions to the staff members in your team, and saving a record of these on to Atlas.
- Managing the holiday calendar and any absences in your team, sourcing cover where possible.
- Ensuring all clients receive prompt and safe personal care; this may include but is not restricted to assisted toileting, catheter bag drainage and supporting with eating and drinking (including adapted diets).
- Completing medication competency checks of staff members and/or supporting clients to take their medication in a person-centred way.
- Assisting with mobility, including use of wheelchairs.
- Providing emotional support, companionship, and a safe environment for clients.
- Carrying out basic first aid and notifying emergency services where necessary.

- Reporting any safeguarding concerns to the Head of Care Operations.
- Undertaking specialist medical tasks as agreed and after appropriate training.
- Overseeing and planning, resourcing and providing client-led activities.
- Providing drinks and providing assistance with eating / drinking.
- Tidying up the hall and facilities at the end of the day.
- Ensuring Infection Prevention & Control measures are implemented and followed.
- Following client care plans and risk assessments.
- Reporting any accidents or incidents via the ACP app and escalating any concerns to the Head of Care Operations.
- Participating in client reviews.

General:

- Remain committed to the safeguarding and wellbeing of adults with care and support needs.
- Work at all times within the philosophy and policies of Crossroads Care.
- Comply with the Health & Safety at Work Act 1974 and with Crossroads Care Surrey's Health & Safety policy, paying particular attention to the reporting of dangerous situations.
- Respect the personal choice and lifestyles of colleagues, carers, and people with care needs, ensuring that Equality, Diversity and Inclusion principles are applied at all times.
- Comply with the Code of Conduct.
- Undertake any other duties that may be considered commensurate with the level of the post and that are set out in the care plan.
- Promote Crossroads Care Surrey's services and options of support.

Person Specification

Essential	Desirable
Qualifications • Excellent standard of written English, numeracy and IT literacy. • NVQ level 3 in Health & Social Care; or Care Certificate and experience of working within a role in Care.	• Positive Behaviour Support certificate or training. • Training and competency in administering specialist clinical skills such as PEG, oxygen administration, epipen or epilepsy rescue medication
Experience and Skills • Experience of providing care to people with wide ranging care and support needs. • Experience of following risk assessments and care plans. • Ability to develop good working relationships with team members, carers and people with care and support needs, while maintaining appropriate personal boundaries. • Ability to line manage a team.	• Experience of using Positive Behaviour Support techniques to de-escalate anxiety-led behaviours. • Wide ranging interests to support the provision of client-led activities.

• Adherence to policies, procedures and guidance. • Ability to demonstrate dignity and respect for adults and children with care and support needs. • Ability to demonstrate good verbal and written communication skills. • Proficiency in Microsoft Office software (Word/Excel) and the ability to learn to use or electronic care planning software (ACP) • Understand the importance of confidentiality. • Understand the needs of carers.	
Other • Flexibility to work unsocial hours and weekends if required. • Full UK driver's licence with use of a roadworthy car with business insurance • Willingness to travel throughout Surrey. • Participation in safer recruitment checks involving past employers and the Disclosure and Barring Service.	