

Holiday Care Team Leader

Reporting to:	Deputy Manager (care)
Hours:	37.5 hours per week
Location:	Sandpipers Centre, Southport / Jubilee Lodge, Chigwell
Salary:	£12.50 per hour / £24,375 per annum (full time equivalent)

Providing unforgettable breaks for nearly 60 years

Our essential short breaks boost wellbeing, rejuvenate relationships and bring disabled people and carers closer together. We create revitalising breaks filled with entertainment and new experiences, backed up by 24-hour expert care and much needed reassurance for our guests. Without Revitalise, some time away from the challenges of everyday life would simply be out of reach for many disabled people and their families.

At Revitalise, we like to come to work determined that the world is going to be a slightly better place for people at the end of today than it was yesterday, and that we're going to help make that happen.

Your role

You will lead and coordinate the care activity to support our guests, ensuring that every guest has a great experience during their stay supported by reliable and personalised care and support.

As a senior carer, you will provide direction and support to care assistant colleagues to deliver and record care and support in line with the guest's agreed care and support plan. Working in collaboration with the deputy manager and nurse colleagues, you will administer medication and undertake delegated clinical tasks under direction and supervision of clinical colleagues.

You will be responsible for the support and supervision of named care assistant colleagues using the agreed performance management processes and arrangements.

Objectives of the role

1. To ensure that the service delivers a great **guest experience** that meets both the guest's needs and expectations for their short break or holiday and that the care team engage with guests with empathy, positivity and confidence
 2. To provide effective **direction on working shifts** to care colleagues which supports **a positive, high performing and collaborative team culture**.
 3. To **coordinate care delivery** ensuring that guests receive appropriate and timely support in accordance with their care and support plan.
 4. To promote and deliver **a responsive service** to guests, ensuring that any urgent care needs are promptly identified and met.
 5. To ensure that any issue affecting or presenting a risk to the health and well-being of guests is promptly and correctly **reported and escalated** to a senior manager.
 6. To lead on the **administering of medication** for guests that require support in this area.
 7. To **undertake and record agreed interventions to support guest's health** that are informed by approved training and guidance of clinical colleagues.
 8. To effectively provide **support and supervision** to named care colleagues.
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Specific duties will include:

Delivering a great guest experience

- Promote and model positive and confident engagement with guests and their carers to enhance the guest experience.
- Ensure that the personalised outcome-based plan for each guest is read and understood by the care team.
- Ensure that information is correctly recorded on Nourish to ensure compliance with regulatory and internal standards.
- Ensure that any risks to the safety of guests are understood and that risk management plans are followed by the team.
- Ensure that guests receive responsive and effective support from care colleagues throughout the working shift.

- Be responsive to any issues or concerns that may impact on the health, safety or well-being of guests and ensure that safeguarding procedures are followed by the team.
- Actively engage with guests and their companions to establish their satisfaction with the service they receive.

Leadership

- Be a visible and approachable leader and role model for effective engagement with guests, carers, visitors and all colleagues.
- Undertake support and supervision of named colleagues using the charity's performance management process
- Provide coaching support to enable colleagues to develop positive and confident working practices.
- Undertake direct observations of care colleagues' practice during induction as agreed by the Deputy Manager Care Lead.

Shift coordination

- Ensure that each working shift is well organised and that the team are fully aware of the needs of guests and their responsibilities in meeting these over the working shift.
- Ensure effective handovers are delivered and that all planned tasks are completed and recorded appropriately.
- Communicate effectively with all colleagues and volunteers, and be proactive in offering guidance, advice or direction as required.
- Work in collaboration with the duty manager to ensure that guests have appropriate support to enjoy the restaurant experience and entertainment facilities.

Senior practitioner

- Respect the autonomy of guests in making choices and decisions about their care and support and always work in guidance with the principles of the Mental Capacity Act.
- Work as part of the care team in providing care and support to guests.
- Undertake training to assist in undertaking agreed clinical tasks under the supervision of the registered nurse.
- Lead on the administration of medication and ensure that all records are correctly maintained.
- Participate in medication audits and stock control as agreed with the Deputy Manager Care lead.
- Report any significant changes or deterioration in the condition of guests to senior manager on duty or on-call.
- Ensure that any factors that may restrict the choices, autonomy and decisions of guests is managed in accordance with legal requirements and that the least restrictive options are considered.

Your Personal Development

- Undertake the charity's Team Leader Development programme.
- Undertake any further training as necessary as identified at supervision.
- Keep abreast of current trends in health and social care.

General:

- Complying with Revitalises' policies and procedures at all times.
- Covering for other members of the team as necessary.
- Attending and participating in team meetings and other meetings/forums as required.
- Being proactive in reflecting on own performance and identifying and acting upon areas for improvement and development.
- Undertaking, as required, any other duties compatible with the level and nature of the post and/or reasonably required by your line manager or senior colleagues.

The list of duties and responsibilities is not exhaustive and the post holder may be required to undertake other relevant review and appropriate modification.

Person Specification

We need you to use application form or your covering letter to give evidence of how you meet the requirements in each numbered point listed below.

Experience

1. Proven experience in a health or social care setting
2. Supporting people with disabilities, older people or other vulnerable groups.
3. Experience of person- centred working and application of care planning processes in either digital or hard copy form
4. Building constructive collaborative relationships with colleagues and stakeholders
5. Supporting the work of colleagues either as a line manager or peer coach/mentor

Skills, Knowledge and Abilities

6. Genuine interest in and commitment to working with Revitalise's guest group.

7. A demonstrable commitment to Revitalise's values in all personal and professional behaviours: inclusive, change-maker, passionate, caring, joyful, hardworking.
8. Awareness of regulatory framework governing registered care homes with nursing.
9. Commitment to diversity and inclusion in the delivery of services and employment.

The following are required of all roles within Revitalise. However, you do not need to address these in your application.

- Willingness to work flexibly in response to changing organisational requirements.
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To apply

To apply for this role at Sandpipers in Southport, please send your CV and covering letter to amorley@revitalise.org.uk.

To apply for this role at Jubilee Lodge in Essex, please send your CV and covering letter to khagerty@revitalise.org.uk.

It is important that your covering letter:

- explains why you are interested in this role and in working for Revitalise
- describes your experience and attributes against all the numbered items on the Person Specification for the role, giving us clear examples
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