



JOB DESCRIPTION

Post:	Shift leader (Grade F)
Reporting to:	Team Leader
Job purpose:	Carry out day to day, practical organisation of shifts in residential care homes for older people with dementia.

MAIN RESPONSIBILITIES

1. Prioritise and direct the workload of team members accordingly, ensuring any issues are dealt with as they arise and the health safety and welfare of customers and employees are responded to in line with agreed policies and procedure.
2. With reference to the individual's care plan provide practical and emotional support to customers to help them maintain independent living. In appropriate cases:
 - Assist customers to carry out activities, hygiene routines and manage medication as directed within their care plans to help maintain health and wellbeing;
 - Assist customers to undertake practical tasks to help maintain their physical wellbeing.
3. Act as a key worker for designated customers and in consultation with other stakeholders to ensure that customers are supported in accessing and applying for the services and benefits they are entitled to from the relevant agencies and authorities.
4. Undertake shift lead responsibilities on behalf of the service for ordering, monitoring and administering medication to customers, ensuring prescribed drugs are used appropriately and safely in line with relevant policies and procedures.
5. Assist the management team by providing and recording information to help amend and update care plans so that changes in customers' needs can be supported appropriately.
6. Ensure that all administrative tasks relating to the job are carried out in an effective and timely manner for accurate audit and record keeping and accordingly to contribute to reviews. E.g. safeguarding forms, accident incident forms and case notes.
7. Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.

8. Ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons, and comply with the policies and procedures relating to health and safety within the company.

9. Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

PERSON SPECIFICATION

SHIFT LEADER (Grade F)

ATTRIBUTES	ESSENTIAL	DESIRABLE
EDUCATION & QUALIFICATIONS		
Satisfactory clearance of an enhanced Disclosure and Barring Service check	√	
Educated to GCSE or equivalent	√	
NVQ/QCF Level 2 in Social Care or equivalent	√	
Working towards a relevant NVQ/QCF Level 3 qualification		√
EXPERIENCE & KNOWLEDGE		
Proven experience of health or care work	√	
Experience of delivering care services in a care setting		√
Demonstrate an interest in working in this area and the ability to undertake the role		√
ABILITY & SKILLS		
Good verbal and written communication skills sufficient to write clear, concise and accurate case notes and to enable effective filling out of forms and communication with a number of different agencies	√	
Excellent interpersonal skills with the ability to listen and interact effectively with and on behalf of customers and to react appropriately to a crisis situation	√	
Practical approach to resolving problems and achieving results	√	
Full driving licence and access to a vehicle		√
Flexible, adaptable and tolerant to meet the needs of the service	√	
Able to meet the physical requirements of the roles	√	
Ability to attend, successfully complete, and understand the need for and application of mandatory training	√	
Able to inform customers on benefits and application systems	√	
Able to work within set procedures and systems	√	
Be able to work flexible hours to include covering early mornings, late evenings, weekends and nights 365 days a year	√	
EQUAL OPPORTUNITIES		
Ability to demonstrate awareness / understanding of equal opportunities and other people's behaviour, physical, social and welfare needs	√	
Understanding of equality standards and diversity issues and their impact in social care services		√

It is expected that someone new to the post would be reasonably competent in the role within approximately three months