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| **Our Mission:**  **Job Title:**  **Reports to:**  **Accountable to:**  **Based at:** | To provide care and support for vulnerable adults and older people living in their own homes which is safe, caring, responsive, effective & well-led.  To ensure that St. Luke’s Hospice Community Services provide specialist care at the end of life and support for families.  To ensure that individuals can be cared for and die in their chosen place.  Team Leader Hospice At Home within St. Luke’s Hospice Community Services (SLHCS)  Registered Manager  Directors of SPDNS Nurse Care  St Lukes Hospice, Fobbing Farm, Basildon, SS16 5NJ |

**Job Purpose**

**In addition to the role & responsibilities of the Health Care Facilitators (HCF)**, the Team Leader will be responsible for the day to day management of the H@H and support the HCF to fulfil their role ensuring that they achieve SPDNS Business Goals, Key Performance Indicators and Quality Initiatives. The Team Leader will represent H@H at Senior Management Team meetings; manage the resources of the team efficiently to ensure the ongoing delivery of services, in close collaboration and partnership with the whole of SLHCS.

**Key tasks and responsibilities**

* Ensuring the delivery of care which complies with Care Quality Commission registration requirements and essential standards
* Demonstrating the achievement of personal and team targets in accordance with the SPDNS Nurse Care Business Goals and Key Performance Indicators.
* Lead person for the Service Level Agreement in liaison with the SPDNS Finance Manager, SPDNS Registered Manager, St. Luke’s Senior Clinical Nurse Manager (partnership) – showing budgetary awareness and responsibility.
* Review and agree care packages for all new H@H service users received from SLHCS.
* Lead person for dealing with and responding to service user complaints in line with SPDNS policy.
* Review all accidents incidents and near misses in the team, take appropriate remedial action and fully record all details on the computer and service user and staff files
* Safeguarding lead for the team
* Planning the weekly rota to ensure there is HCF Cover from 7am every morning.
* Authorising annual leave to ensure sufficient staff to deliver the services at all times.
* Acting as a mentor for the HCF team.
* Having an overview of all service users within H@H.
* To be fully aware of and comply with current data protection procedures and legislation under General Data Protection Regulations (GDPR)
* To ensure that Infection Prevention and Control measures and policies are followed and adhered to.

**Management**

* Arranging and chairing regular Health Care Facilitator team meetings and feeding back to Senior Management Meetings.
* To represent the service and produce activity and quality reports for the senior management of both SPDNS and St. Luke’s.
* Representing the team at Senior Manager meetings.
* Checking and signing off all service user care packages.
* Ensuring mandatory training is supported and up to date working with the education and quality team.
* Responsibility to ensure all the team of HCAs have 2 Direct Observations, one supervision and one appraisal throughout the year, working with the quality and education team.

**Personal**

* A “team player” with a flexible, pro-active approach to challenging situations.
* Able to relate sensitively and non-judgementally to all service users, members of the SPDNS Team, and other professionals.
* To have a compassionate and kind approach to all staff and service users and their families with a hospice approach.
* To have a desire to achieve personal and team targets in accordance with the SPDNS Nurse Care Business Plan.

**Educational**

Attendance at annual mandatory training and any other training relevant to the role.

**Other duties:** The post holder may be required to undertake any other duties appropriate to the level of the post.

**Key Relationships**

SPDNS Registered manager, Senior managers and Board of Directors

SLHCS team – operationally and senior managers

Service users and their families

Social Services

Hospital Discharge and Collaborative Care Teams

GP’s and District Nurses

SPDNS Senior Managers

Care Quality Commission Inspectors

**Person Specification**

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| **Essential attributes** | **Desirable attributes** |
| **Qualifications & training**  Level 3 in Health and Social Care  Training or a qualification in End of Life care or willingness to undertake  Evidence of continuing professional development | Level 5 in Health & Social Care  Qualification to teach. |
| **Skills/experience**  Previous experience of working in domiciliary care in a senior position  Staff supervision and management of a team  Experience of undertaking on-call responsibilities  Experience of assessing service users, care planning and risk assessment  IT literate  Excellent communication & organizational skills  Ability to prioritize the workload, meet deadlines and communicate effectively with the team | Knowledge and understanding of service users with dementia.  Previous experience of managing a team  Experience of dealing with complaints  Previous experience of auditing services  Previous experience delivering End of Life Care |
| **Personal qualities**  Leadership, management and motivational skills  The ability to be non-judgmental and behave in a non discriminatory way  Knowledgeable and sensitive to the ethos of St Luke’s Hospice  Ability to undertake work which can be both emotionally & physically demanding.  Ability to work unsupervised and use own initiative |  |
| **Circumstances**  The post-holder will be required to travel and must have a car, a current, valid driving license with insurance cover for business purposes.  Commitment to undertake on-call duties on a rota basis which involves working evenings and weekends |  |