

T038 Job Specification

Job Details			
Title:	Team Lead, Client Services	Job Type:	Full-time, Permanent
Location:	Westcliff-on-Sea and Community Based	Reporting to:	Registered Manager
Hours:	Full-time and additional out of hours	Salary Range:	£26,500 - £30,000

Responsibilities
<p>Overview Working closely with both the Registered Manager and Team Leads within the Client Services Team to support and manage all aspects of client care and carer supervision to maintain compliance and Outstanding care services.</p> <ul style="list-style-type: none"> • Care Delivery <ul style="list-style-type: none"> ○ Take part in new enquiry management and new client assessment and take-on administrative tasks ○ Care planning reviews ○ Ensure all service documentation is up-to-date, accurate and audited ○ Attend client care visits where required, both planned and unplanned where needs arise ○ Support emergency situations when required. ○ Supervise care staff through one-to-one meetings or group supervisions to enhance client care • Client Management <ul style="list-style-type: none"> ○ Support ongoing relationships between care staff and clients ○ Quality assurance (inc. spot-checks) ○ Maintenance of client records and staff records ○ Liaison with 3rd parties (e.g. GPs, OTs, family, etc.) • Staff training and support <ul style="list-style-type: none"> ○ Work collaboratively with management to support care team in the community by sharing knowledge and skills during induction periods and beyond ○ Liaise with/escalate to management appropriate feedback on carer performance for appropriate supervision/discipline ○ Assist the management team to identify areas for staff training and development. ○ Take part in delivering training modules • Compliance <ul style="list-style-type: none"> ○ Maintain accurate records for all clients ○ Maintain accurate records of all interactions with staff ○ Maintain Health & Safety as required ○ Ensure adherence to DJL policies and procedures • Operations <ul style="list-style-type: none"> ○ Ensure consistent delivery of quality care using EAISB system ○ Maintain a safe, comfortable and efficient working environment ○ Adhere to the expected behaviour framework which ensures wellbeing of everyone in the Company • Assist in general office administration <ul style="list-style-type: none"> ○ Phone answering/messages ○ Meet/greet visitors

- **Out-of-hours cover by rota**
 - Visit monitoring, taking immediate actions if required (remote)
 - Emergency phone cover (remote)

Required skills/attributes

The successful candidate will be able to provide evidence of the following:

- Relevant considerable experience in domiciliary care, reablement or intermediate care.
- Relevant supervision experience of care or health support workers in a community setting
- Minimum NVQ Level 3 in Health & Social Care or equivalent
- Minimum ILM Level 3 qualification or equivalent
- Relevant experience in a Service environment, carrying out relevant duties.
- Excellent communication skills.
- Must hold a current full UK driving license and have access to a car for work.
- Excellent working knowledge of Microsoft Office (Word, Excel, Outlook).
- The ability to work quickly and accurately, using an organised approach and with excellent attention to detail.
- Willing to undertake an enhanced DBS check
- Self-motivated, able to work under pressure and exercise clear judgement.
- Able to perform a clear and professional conversation in difficult circumstances when people are distressed or upset emotional.
- Able to quickly and effectively learn new systems and processes.
- Smart, business-like personal presentation.

Other details

Pay rate:	£26,500 - £30,000
Hours:	37.5 hours per week
Shift Patterns:	<p>Office hours:</p> <ul style="list-style-type: none"> • 07:00–18:00 (Monday–Thursday) • 08:00–16:00 (Friday) <p>The day is split into 3 shifts: 07:00-15:00, 08:30-16:30 and 10:00-18:00 by rotation.</p> <p>Working hours: 37.5 hours will be split across Monday to Sunday. This role includes a minimum of one weekend shift, either 06:00–14:00 or 10:00–18:00 working from home. Weekend shifts can be scheduled weekly or on alternate weekends, depending on preference, and are planned 2 months in advance.</p> <p>Out of hours: Our carers are in the community daily from 07:00–22:15. The office team provides back up support from 06:00–22:15, seven days a week, through structured shift patterns. There is additional pay attached to these shifts.</p>
Holiday:	28 days paid holiday, including Bank Holidays plus extra day for your birthday