



For better  
mental health

## **JOB DESCRIPTION**

<b><u>Job Title:</u></b>	SHIFT LEADER
<b><u>Grade:</u></b>	NJC APT&C Scale Points 18-21 (£17,161 - £19,126) plus sleep-in payments. 37.5 hour week in accordance with rota which includes evenings weekends and sleep-ins as required.
<b><u>Accountable To:</u></b>	Care Home Manager

The post does not involve any direct line management responsibility but does involve organising and overseeing the delivery of services within Sandwell Mind's Registered Care Homes on a shift to shift basis including supervision where appropriate. The homes which are based at West Bromwich and Smethwick, provide 24 hour staffing to assist residents to maximise their quality of life while coping with serious mental health problems. Residents are permitted to smoke in designated areas within the home.

### **Job Summary:**

To ensure that routine tasks and procedures required for the safe and efficient day-to-day running of the home are carried out by the staff on duty.

To work under the guidance of the Care Home Manager to ensure that the home complies with CQC 'Essential Standards and the associated regulations.

To promote and foster a 'normal' environment within the home and to ensure that all residents are treated with dignity and respect at all times. To work within the 'recovery model' and to promote choice and independence for residents whenever possible.

To key-work individual residents and to support other staff in their key working role. This includes developing detailed person-centred plans of support and keeping them under regular review.

To ensure that written records are maintained appropriately.

To liaise with external agencies or individuals in a responsible manner, acting as advocate for the best interests of the residents but at all times presenting a professional and creditable image of the organisation.

The post-holder will initially be based in one care home, however they may be required to rotate to another care home as and when required.

#### General Duties:

1. To delegate responsibilities and to oversee staff on a shift-to-shift basis. To provide guidance and leadership when working with Residential Support Workers and ancillary staff in order to ensure the successful implementation of Sandwell Mind's policies and procedures within the home. To take responsibility for the home when the Care Home Manager is not on duty.
2. To work at all times in compliance with the Health & Social Care Act, the Care Homes Regulations 2001, CQC's Essential Standards and any amendments to this legislative framework.
3. To ensure that basic Health and Safety requirements are met on a day-to-day basis and to be aware of and to participate in the processes of risk assessment.

#### Specific Duties:

1. To encourage and support residents to be fully involved in the life of the home and the wider community.
2. To accompany residents on annual holiday(s), on a rota basis.
3. To assist residents in the performance of everyday tasks - cooking, cleaning their room, laundry, shopping, trips out, appointments etc. - and to teach independent living skills as appropriate.
4. To act as key-worker to specified resident(s).
5. To take part in the development, implementation and review of care and support plans, and to guide and support other staff in this process.
6. To monitor the mental health and physical well being of the residents and to respond to changes appropriately.
7. To liaise with external agencies and individuals, both verbally and in writing, in a professional and responsible manner.
8. To accurately handover and communicate information across the staff team.
9. To maintain the written records required by regulation, policy and procedure, and the Care Home Manager
10. To administer residents' medication in accordance with the policy and procedure of the home.
11. To deal with petty cash, valuables and residents' monies, and to maintain full and accurate records of any such transactions or dealings

12. To ensure that all routine repairs and maintenance issues around the home are quickly reported to the relevant persons.
13. To ensure that the home is maintained to a clean and hygienic standard. To delegate cleaning duties as required to this end.
14. To work closely with catering staff (and any other staff who may undertake cooking duties) to ensure that a balanced, varied and nutritious diet is provided to residents, based on individual choice and preferences.
15. To carry out sleep in duties on a rota basis.
16. To attend staff meetings on a regular basis
17. To take part in training sessions and to encourage a culture of continuous staff development.
18. To undertake other duties in keeping with the general duties of this post.

**Note: The responsibilities of this post may change in line with the developing requirements, subject to appropriate consultation with the post-holder.**

**PERSON SPECIFICATION**

**SHIFT LEADER**

	Essential	Desirable
Education and Qualifications	NVQ level 3 in Care Home Management Willingness to study for and obtain Level 4	NVQ level 4 in Care Home Management
Experience	Evidence of having worked with people who have experienced a mental health problem  Experience of having worked within a residential care setting	Experience of staff supervision
Skills, knowledge and ability	A good understanding of the appropriate legislation, eg Health & Social Care Act, the Care Homes Regulations 2001, CQC's 'Essential Standards',  A good understanding of Health and Safety issues relating to a residential care setting.  A good understanding of mental illness and its wider effect.  An understanding of the role of Key Agencies and Statutory Services.  An understanding of the Key Worker System  An understanding of and commitment to the Recovery Model.  Good communication skills, both oral and written, with the ability to communicate effectively with staff and residents.	
Personal attributes	Takes responsibility as appropriate  Positive about change and constructive feedback  Committed to excellence, looks to improve where appropriate	

	<p>Learns from their mistakes and enables others to do the same.</p>	
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Committed to equality and diversity in line with Sandwell Mind's values