

Our Values:

- S**upport and listen
- U**se an open, honest culture
- P**ut you at the heart of our service
- E**nsure you feel safe
- R**espect your life choices
- B**e kind and compassionate



Job Title: Day Shift Leader (Residential)
Reporting to: Deputy Manager / Home Manager
Hours of work: Up to 40 hours per week, on a rolling shift pattern including alternate weekends, bank holidays and evenings as required to meet service needs.

Job Purpose

To lead a team to deliver empathetic and high-quality personal care, emotional and physical support, to elderly, vulnerable and frail residents in a person-centric and respectful way, maintaining dignity and promoting their independence in a residential environment.

Main Duties and Responsibilities

- Ensure your team provide all aspects of care in line with residents' care plans whilst encouraging them to retain their independence to carry out tasks themselves wherever possible. Review and audit care plans to ensure they meet the needs of the residents.
- Lead by example, working alongside your team promoting best practice. Understand your teams' weaknesses and strengths and promote continual improvement by guiding and developing them.
- Managing staff deployment, effectively time manage and plan each shift, communicate clearly with your team and manage the staff rota and allocate staff to suit the needs of the home.
- Oversee the records your team complete and ensure that you or designated members of your team deliver clear and informative handovers to the incoming team.
- Administer, order, and book in medication and assess others in medication administration.
- Manage risks and emergency procedures, reporting hazards and ensuring that the wider care team are aware.
- Liaise with external agencies regarding care provision, ensuring the care team follow the advice given.
- Build relationships with residents, relatives, and advocates to ensure that residents' needs are known and understood.

General

- Work effectively in your team, sharing knowledge and best practice
- Comply with company policies and procedures and ensure up to date knowledge
- Practice responsible safeguarding, raising awareness of risks and hazards
- Keep accurate records
- Maintain confidentiality
- Promote anti-discriminatory behaviour, being culturally sensitive about personal characteristics

The duties and responsibilities in this job description are not exhaustive but represent the type of work required. The postholder will be required to undertake other duties appropriate and consistent with the purpose of the job.

Head Office Address: Allison House, Oxon Business Park, Bicton Heath, Shrewsbury, SY3 5HJ
 Telephone: 01743 289209 Contact email: enquiry@coveragecareservices.co.uk

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Person Specification

Selection Criteria A = Application Form, I = Interview, T = Test or Case Study, P = Practical Exercise or assessment	Essential (E) or Desirable (D) Criteria	Assessment Method (A, I, T, D)
Attributes / Skills:		
1. Effective communication	E	A, I
2. Interest in working with older adults	E	A, I
3. Ability to build meaningful relationships whilst maintaining professional boundaries	E	I
4. Punctuality and reliability	E	I
5. Conscientiousness, care, and compassion	E	I
6. Patience	E	I
7. Empathic approach	E	I
8. Willingness to participate in training sessions as required	E	I
9. A reasonable level of fitness	E	P
10. Commitment to Equality, diversity, and inclusion	E	A, I
11. Clear understanding of confidentiality	D	A, I
12. Able to deliver excellent customer service	D	A, I
13. Confident in using standard IT packages for recording data and researching information	E	A, I
Experience:		
1. Experience in a social care environment	D	A, I
2. Experience of working with older people	D	A, I
3. Experience of working with people with dementia	D	A, I
4. Experience of administering medicines	D	A, I
5. Understanding of safeguarding adults at risk	D	A, I
6. Experience in the hospitality industry	D	A, I
Qualifications / Training:		
1. National Care Certificate (CQC)	D	A
2. Work towards achieving the Level 2 Diploma in Health and Social Care	E	A
3. * Work towards achieving the Level 3 Diploma in Health and Social Care	E	A
4. Basic Food Hygiene	D	A
5. First Aid	D	A
6. Dementia awareness	D	A, I
7. Health and Safety, e.g., moving and handling	D	A, I

**this position requires the post holder to work towards the level 2 and 3 Health and Social Care qualification if not already gained when applying for this role.*

This Job Description and Person Specification are revised periodically and amended as necessary to ensure that the content reflects the needs of the service.

I acknowledge the receipt of the above job description:

NAME: _____

SIGNATURE: _____

DATE: _____