

## Team Leader

<b>Location:</b>	
<b>Service Type:</b>	Discharge to Assess
<b>Responsible to:</b>	Regional Manager
<b>Accountable to:</b>	Head of Service Delivery
<b>Appraisal Role Level:</b>	Level Three

### Main Purpose

To manage a regional team of Personal Nursing Assistants and Assessors, delivering assessments and care to patients within their own homes.

Ensuring patient centred assessments are undertaken, identifying the most appropriate social pathways.

Providing support and development opportunities to your team, ensure a high level of competency is adhered to, which ensure a safe and competent standard of care.

To work in participation with all members of the management team to ensure a safe and quality led service is delivered and assist in Service Management through participating in Auditing and On-Call Procedures for the organisation.

### Hilton Nursing Partners Values

The post holder is required to uphold and model Hilton’s values in everything they do.

- **Communication** How we communicate effectively with our partners.
- **Respect** How we show respect for our partners.
- **Teamwork** How we work within our teams, including internal and external partners.
- **Quality** How we ensure that we are working to a high standard.
- **Partnership** How we represent HNP and work with others to maintain high quality care.

Hilton Nursing Partners ensure they embed the “6c’s” into daily practice, which is a set of values that underpin **Compassion in Practice**:

- **Communication** Communicating effectively to deliver high quality care.
- **Care** Caring for the wellbeing of your patients.
- **Compassion** Trying to understand how your patient may be feeling.
- **Commitment** Dedicated to do your best for your patients.
- **Competence** Making sure that you have the right skills and knowledge to care for your patients.
- **Courage** Making sure your patients are safe and trying new things to meet your patient's needs.

## Main Responsibilities

### People Management

- To ensure all staff in your team have completed and updated training as required
- To provide visible leadership ensuring informal support and leading regular team meetings
- Provide regular supervision, 1:1's, appraisals and support to staff within your team. Create and uphold an open, positive and inclusive management culture
- Responsible for managing annual leave, sickness absence, induction of new staff in your team

### Quality

- To regularly audit and improve the quality of Care Planning, written communication and risk assessments through supporting and developing standards and practice within your team
- Support the creation and maintenance of a culture of performance and excellence through staff delivering clinically bespoke care and support
- To formally assess staff training needs through field visits and assessing and maintaining contact with Patients
- To participate in formal induction programmes for new staff, delivering training about the educational specialism

### Contractual performance

- To be accountable and responsible for meeting the required key performance indicators for the service contract are met
- To improve contractual performance as appropriate and to escalate system trends, challenges and issues to the regional manager to be cascaded into wider stakeholder/contract monitoring meetings
- To lead appropriate audit compliance for the team, addressing individual performance as needed
- To assist all staff in the production of bespoke, person-centred support programmes for patients

**Development**

- Able to interpret and comply with professional codes and conduct and Company operational policies and procedure
- Share in the development of strategic plans for Hilton Nursing Partners
- Participate in the evaluation of Hilton Nursing Partners programmes against agreed organisational and clinical goals, as well as business and quality objectives
- Work autonomously to the needs of the service
- Assist the development of the philosophy, goals and objectives for the care and nursing practice
- Encourage innovative methods for the delivery of care

**Other**

- In emergency and crisis situations being able to make sound decisions and act responsibly
- Comply with Hilton Nursing Partners guidelines, policies and procedures and adhere to and actively promote the organisation’s Equal Opportunities policy
- To provide out-of-hours On-call support for the organisation on an agreed rota basis

**Communication and Partnership Working**

	<b>Stakeholders</b>
<b>Internal</b>	Personal Nursing Assistants Assessor Occupational Therapist Team Leaders Regional Managers Senior Management Board Members Discharge Co-ordinators Registered Nurses Training and Development Members IT
<b>External</b>	Multidisciplinary meeting NHS Third Party Caring organisations GP’s Family Members District Nurses Community Occupational Therapists Pharmacists Mental Health Practitioners Social Services Hospice Hot Meal Service

**Personal Specification**

	<b>Essential</b>	<b>Desirable</b>
<b>Experience</b>	<p>A minimum of two years previous experience of working within the Health and Social Setting</p> <p>Previous experience of leadership within a team</p>	<p>Have previously managed a team</p>
<b>Knowledge</b>	<p>Understanding how the social care sector works</p> <p>Managing a team</p> <p>Have good IT and technical knowledge</p> <p>Understanding of the audit process</p>	
<b>Skills</b>	<p>Flexible &amp; Adaptable</p> <p>Being proactive and a strategic thinker</p> <p>Excellent communication and interpersonal skills. Ability to interact and adapt style depending on the situation</p> <p>Good organisational and time management</p> <p>Ability to multitask and remain calm under pressure</p> <p>Prioritise conflicting tasks, while delegating appropriately</p> <p>Able to use initiative in dealing with emergencies</p> <p>Have leadership skills and be able to be a good decision maker</p> <p>To have resilience in daily working life</p>	

<b>Qualifications</b>	Level 3 relevant qualification  Willingness to work toward a relevant level qualification	Care Certificate
<b>Hilton Values &amp; Other</b>	Being able to demonstrate Hilton's values  Own transport	