

## **Residential Team Leader**

### **Job Description and Person Specification**

#### **Summary**

The role of the Residential Team Leader is to work in a dual Residential Facilitator and Supervisory role supporting and assisting Deaf people on every aspect of activities of daily living. The Team Leader also provides a staff leadership role supporting and assisting the Residential Manager with managerial duties and responsibilities. The Team Leader will supervise Residential Facilitators and maintain strong working relationships within the team.

This service is registered with HIQA.

#### **Key Accountabilities and Responsibilities**

##### **General duties**

- Role model the overall culture, philosophy, and policies of Chime, showing awareness of the management structure, specific responsibilities held by Manager and Director of Specialist Services and how they relate to your working area.
- Form a rapport with clients and maintain a positive, constructive, and professional relationship. Facilitate and co-ordinate the daily independence of clients within the residential service by working with them and their family in formulating PCP's.
- Comply with all requirements for service provision.
- Support clients to live as ordinary citizens in a homely setting, and act as an advocate and advisor as identified in the PCP's.
- Assist and encourage clients to achieve their goals identified in their PCP's.
- Assist clients to improve their quality of life by developing, encouraging, and supporting them in the learning of skills for activities of daily living (including personal care), gaining employment and leisure activities.
- Be proactive to promote, direct and foster a relationship with community resources thus enhancing the client's abilities and capacities. e.g., local colleges, social clubs, voluntary groups etc. and encourage and support clients in using a wide range of community facilities as part of their day-to-day life.
- Facilitate, follow, evaluate, and monitor PCP's that are developed in collaboration with the client and their family.
- Record daily activities and write reports for reviews etc.
- Encourage clients to develop and maintain family, personal and neighbourhood relationships and interactions.
- Encourage clients in gaining spiritual, cultural, and age identity.
- Assist clients with budgeting and money management in line with Chime's policy.
- Undertake the role of Keyworker to specified clients when assigned.
- Support clients in gaining appropriate day occupation, leisure, and employment opportunities.
- Manage and record confidential client information and other general administration duties including petty cash log, accident and incident reports, time and attendance and leave requests in line with Chime policies.
- Communication (Verbal and Written) with clients and their family, Manager and the team ensuring concerns are dealt with efficiently through the correct channels.

- To drive safely and lawfully and ensure defects in Chime vehicles are reported and actioned.
- Maintain the cleanliness of the house environment by performing general household duties such as shopping, cleaning, and washing to an agreed acceptable standard and assisting with the preparation of meals.
- Work as a member of a residential team and attend team meeting and reviews as required.
- Maintain safe, secure, and healthy work environment by establishing, following, and enforcing Chime standards, policies, and procedures.
- Keep any equipment operating by following operating instructions, troubleshooting breakdowns, maintaining supplies, performing preventive maintenance, and calling for repairs.
- To liaise with the Manager on issues affecting clients, staff, and general management of the residential and community environment to ensure Chime practice standards are adhered to.
- Update job knowledge by participating in educational opportunities.
- Other duties that may be requested by the Manager.

### **Residential Service Supervision & Development**

- Work with the Manager on issues affecting clients, staff, and general management of the home to ensure practice standards are adhered to.
- Take a proactive stance in assisting the Manager to plan shifts and delegate tasks.
- In conjunction with the Manager, take a lead role in complying with the required standards.
- Facilitate working groups, conduct risk assessments, and audit staff performance regularly.
- Support the team of Residential Facilitators to implement the tasks associated with their roles.
- Responsibility for the development of staff rotas based primarily on the needs of clients, and the smooth running of the service. Ensure that Rotas are fair and equitable for all staff.
- Deputise for the Manager as and when required.
- Co-ordinate the overall weekly programme for the service, ensuring meetings of clients are held and chaired where necessary.
- Work as a member of the team and chair, attend, participate and minute team meetings and reviews as required.
- Provide supervision sessions to Residential Facilitators in the team as required.
- Ensure that the Manager is updated regularly.
- Assist the Manager in working in partnership with appropriate voluntary agencies, support groups, statutory services and HSE programmes.
- Attend meetings with external agencies when required.
- Support and get involved in Chime local and national fundraising initiatives.

### **Finance**

- Work within the budget for the local residential service.
- Record, manage and provide information on petty cash expenditure.
- Provide information on payroll and premium pay returns for staff.

### **Procedural Responsibilities**

- Administer all tasks, rotas, annual leave requests, and sick absence reporting as delegated by the Manager.
- Assist the Manager in the induction and on-the-job support programmes of new employees.
- To supervise staff, by agreement with Manager.
- Follow procedures on informing relevant parties of any untoward accident / incident, in accordance with the Organisation's Accident and Incident Reporting Procedures.
- Be aware of and follow the policies and procedures of Chime and those in operation at the service.
- Refer staff problems to the Manager where necessary.
- Work as part of the shift rota for the residential service and carry out sleepover duties as required (staff are required to remain on the property).
- Be willing to and able to drive any vehicle that may be attached to the residential service to maximise the use of community services.
- Identify training needs within the team and advise the Manager of same.
- Review the medication records of the service regularly and inform the Manager where a concern or error is detected.
- To participate on interview panels to recruit Residential Facilitators when requested.

### **Health and Safety**

- Ensure all Health & Safety requirements of the service are met.
- Take personal responsibility for participating in mandatory training to ensure safe practices.
- Ensure clients safety as far as possible.
- Review Health and Safety records each month.
- Conduct regular emergency evacuations and inspections.

### **Qualifications / Experience Required**

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- A relevant 3rd level qualification (or working towards one) in the Human Services sector e.g. Health & Social Care is desirable.
- Full driving licence.

#### **Experience**

- A minimum of 2 years' experience working in a residential or community social care setting.
- Excellent communication skills.
- Good standard of ISL required.
- IT skills that include Word and Microsoft Outlook.

#### **Key Competencies**

##### **1. Communications**

- strong communicator with excellent interpersonal skills.

##### **2. Commitment to achieving the highest level of Professional Service**

- demonstrates a commitment to highest standards of quality service and outcomes.

##### **3. Using own initiative & Judgement**

- identifies service gaps and ways of improving processes and services.

#### **4. Impact & Outcomes Focused**

- focus resources to achieve your outcomes and assist others to set and achieve their outcomes.

#### **5. Planning, Organising and Prioritising**

- works to optimise outputs.

#### **6. Integrity, Trust & Respect**

- Demonstrates respect for the dignity and privacy of individuals. Presents truthful information in an appropriate and helpful manner. Admits mistakes.

#### **7. Effective Working Relationships & Team Culture**

- Co-operates with others (internally and externally) and earns respect. Helps to create a team spirit through encouraging others, providing support, offering constructive feedback.

#### **Other Requirements**

- Travel as required and full manual driving licence.
- The applicant should be in good physical and mental health.
- Available to work flexible hours on a 7-day rota that may include night, sleepover, and weekend work. The hours of work will be 39 hours per week for a full-time staff member and will alternate between a fixed or varied roster from time to time to serve best the interest of the client. The sleepover person may be awoken in the case of an emergency or an untoward incident. Staff are required to remain on the property.

*This Job Description is not intended to be a comprehensive list of all duties involved and consequently, the post holder may be required to perform other duties as appropriate to the post which may be assigned to him/her from time to time.*

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