



**Royal Star
& Garter**

Care with courage

Job Description

Job Title:	Shift Leader
Location:	
Reports to:	Care Manager/Dementia Manager
Responsible for:	Occasional oversight of volunteers or temporary staff

Main purpose of the job:

To ensure that, at all times, residents are treated with respect and dignity and that individuals' rights to privacy, independence and choice are met with kindness and compassion.

To manage the day to day provision of care as an integrated member of a multi-disciplinary care team, leading the floor when the nurse is engaged elsewhere and providing high quality personal care to all residents according to their needs and expectations.

Successfully complete and practice the Royal Star & Garter HCA Competency Framework.

Key tasks and responsibilities:

1. To work in accordance with the issued Code of Conduct
2. Fully participate in the Key Worker Scheme, supporting the role of the keyworker
3. Support all individual aspects of resident care and wellbeing in line with care plans, promoting independence, decision making and respect
4. Complete clinical activities, following training, including, but not limited to, administering medication, tissue viability and oral care
5. Maintain accurate records and documentation of residents' holistic care needs across all platforms and in compliance with organisational policy and data protection practice
6. Actively participate in and promote the wellbeing activities and outings of the Home's programme and enable residents to safely take part in the activities of their choice
7. Communicate effectively with all colleagues, visiting health professionals and residents, ensuring that any information exchanged is accurate, relevant and appropriate
8. Strive to continuously improve resident safety, care and well-being: sharing areas for improvement with your care team or line manager; and raising concerns in a timely manner.
9. Be flexible in working with our residents across any House in the Home: establishing rapport, acting professionally and demonstrating an understanding of their personal circumstances to ensure the provision of high-quality, person-centred care.

10. As a member of a multi-disciplinary team, provide tailored care and clinical support to residents with dementia.
11. Support the provision of enhanced clinical competencies across the home including, but not limited to, venipuncture and cannulation, ECG recording and insulin administration.

Upon completion of Royal Star & Garter dementia competencies

12. As a member of a multi-disciplinary team, provide tailored care and clinical support to residents with dementia.

Upon completion of Royal Star & Garter enhanced clinical competencies

13. Support the provision of enhanced clinical competencies across the home including, but not limited to, venipuncture and cannulation, ECG recording and insulin administration.

Team Leader tasks and responsibilities

14. Provide effective performance management, support and guidance to your team as described in the Royal Star & Garter Performance Management Policy.
15. Supervise the floor, ensuring that HCA activity reflects organisational policies, values and behaviours
16. Conduct preliminary investigations into incidents with residents, grievance and disciplinary cases
17. Organise the work roster for your team, coordinating with other shift leaders and nurses to ensure the appropriate number of staff are on duty with the appropriate skills mix

General

1. Undertake such other duties as may be required and which are consistent with the nature of this post as determined by (post title/your manager)
2. Comply with all Royal Star & Garter policies and procedures
3. Promote the interests and reputation of Royal Star & Garter at all times and ensure that the culture and ethos of the organisation is maintained, nurtured and supported
4. Promote and maintain a safe environment by complying with the requirements set out in the Home's Health & Safety Policy, security procedures and guidelines for moving and handling.
5. Actively promote equality of opportunity in all day-to-day activities
6. The post requires a high degree of confidentiality. You will be required to meet these exacting standards at all times, whether in or outside work
7. Take responsibility for your own continuous professional development, fully engaging with training and assessment and promoting a learning culture where mutual and professional respect is afforded to all colleagues

Our Values

We are a values based organisation and strive to demonstrate our values in all we do:

With love	We carry out our work with love, care and compassion
Living positively	We are optimistic in everything we do, supporting veterans and their partners in leading happy, fulfilled lives
As a family	We work and live and one team, one family, one community
Standing in their shoes	We show admiration and respect for people and never forget what they have done
Care with courage	We are not afraid to do what is right and what is needed

Person Specification

Essential behaviours:

1. You will be a proactive member of a dynamic, high-performing team, treating others with respect, kindness and understanding
2. You have a strong commitment to nursing the elderly and providing the highest standards of care to enable residents to live their lives as fully and independently as possible. It is about recognising that each person is an individual and adapting one's own approach accordingly.
3. You will work collaboratively with people from different backgrounds and with different perspectives than your own, building positive and effective relationships.
4. You recognise the strengths of people in your team, sharing your knowledge and skills to support and develop their abilities. Challenging poor attitudes and performance issues in a timely and constructive manner.
5. You model professional conduct, showing determination, drive and commitment at all times, particularly when faced with challenges and setbacks.
6. You reflect on your practice: identifying your own strengths and limitations; being receptive to feedback; and, actively seeking and making use of opportunities for development and wellbeing.
7. You manage your time effectively, ensuring that you understand the roles and responsibilities of colleagues and are comfortable discussing your wellbeing.

Essential experience:

1. Is willing to work towards an appropriate competency based qualification
2. Is physically fit and able to carry out the duties of the role
3. Good written and verbal English language and communication skills
4. Resident focussed
5. Computer literate

We reserve the right to update and amend this job description to ensure it accurately reflects the role. This will be agreed in consultation with the job holder and where possible we would hope to achieve mutual agreement to any reasonable changes.

Job holder's full name:

Job holder's signature of acceptance:

Name of manager /HR representative discussed with:

Date: