



## **JOB DESCRIPTION**

**Job Title:** Team Leader / Rota Coordinator

**Purpose of Post:** To provide a supportive environment in which the needs of people with learning disabilities can be catered for, whilst encouraging independent living and choice whenever possible. A major aim of this service is to provide opportunities and choices not normally available for the individuals concerned to realise their own potential.

**Reporting to:** The Deputy Manager

**Accountable to:** The Senior Registered Services Manager (in their absence the Chief Executive)

**Specific Responsibilities:**

1. To lead a team of staff to support service users. To have responsibility for the smooth running of the shift whilst ensuring service user needs, choices, dignity etc are put first.
2. To follow policy and procedures as set out in the manuals.
3. To attend training as agreed in your personal training plan.
4. To ensure all documentation is kept up to date.
5. To carry out supervision and support of staff.

**Main Duties and Responsibilities of Team Leader role:**

1. Provide and maintain high standards of all aspects of support and care where identified.
2. Participate and lead support staff with defined care programmes. With service users assess, plan, implement and evaluate care plans. Ensure staff are carrying out these duties.
3. Support and lead staff to enable and encourage service users to participate in all aspects of living according to ability.
4. Liaise with and support staff and service users to access appropriate agencies for practical, emotional and health advice.
5. Administer and support service users with their medication and train staff to carry out these duties.

6. Ensure that the rights of service users are always respected.  
PROVIDE A SAFE, COMFORTABLE AND SUPPORTIVE ENVIRONMENT
7. Direct, support and lead staff to encourage service users to actively contribute to the running of their home.
8. Cooperate with management in ensuring that the company complies with statutory regulations; Health & Safety, Fire, Environmental Health, CQC
9. Report any deficiencies in the service of whatever nature to the manager and take action where appropriate.
10. Assist with all aspects of catering and domestic duties as required  
ASSIST INDIVIDUALS WE SUPPORT TO SEE THEMSELVES AS VALUED MEMBERS OF THE LOCAL COMMUNITY
11. Assist with development and maintenance of good relationships within the establishment and community.

**Main duties and responsibilities of Rota Coordinator role:**

**Responsible for:**

1. To manage all aspects of the supported living services rota and ensuring that all day to day operations are run effectively and efficiently.

**Main responsibilities:**

2. To manage supported living service hours and staff locations in accordance with New Directions' aims and objectives, policies and procedures
3. To ensure, where appropriate, that all statutory requirements for the service delivery are adhered to e.g. health & safety, moving/handling
4. To be responsible for the implementation and monitoring of all support packages and take the appropriate remedial action, in consultation with the Management team.
5. To work closely with Managers in coordinating all supported living services
6. To communicate daily with all supported living services
7. To manage the allocation of supported living rotas and

workloads using IT based software

8. To ensure that all individuals' information is recorded accurately and promptly
9. To monitor all support packages and ensure that support hours are allocated on a weekly basis
10. To assist the Manager to review all support workers' induction and training needs on a regular basis
11. To manage and cover any unallocated support hours, cover all annual leave and sickness of support staff
12. To manage refused support, reporting, recording and relocating staff where needed or tasking with duties required
13. To assist in the recruitment of support workers
14. To liaise with bank staff to manage unallocated hours
15. To liaise with external agencies to manage unallocated hours and suitability of staff to individuals requiring support
16. To attend team meetings for all services across supported living services
17. To assist with the on call duty rotas on a rotation basis including weekends and bank holidays
18. To report all refused support, agency hours / cost and staff hours on a weekly basis.

**Required experience:**

- Coordination in Health and Social Care: 1 year

- Other:**
1. Develop strategies to support staff to develop themselves.
  2. Maintain records as required.
  3. Provide cover at other establishments as required.
  4. Work shifts to the needs of the service users, including weekends, sleep-ins and night cover.
  5. Such other duties as may be allocated by the manager.
  6. Carry out audits as required.
  7. Support the manager to maintain budgets.
  8. Balance petty cash and service users' monies each shift.