

JOB DESCRIPTION

Name of Employee:

Position Held: Team Leader

**Minimum Hours Worked:
(net of breaks)**

This role requires a minimum of 33 hours worked per week. Additional hours are available for this position and will be discussed and agreed upon during your interview

Care Home:

Date employment commenced:

Reporting to: Home Manager

Introduction

Jasmine Healthcare is a privately owned group, which currently operates six care homes for the elderly, but with significant expansion plans for the future in line with its mission.

Whilst we aim to be a profitable company and provide shareholder returns, this is primarily to allow us to achieve our mission:

*By prioritising **our people**, our mission is to provide the **highest standards of care** to as many elderly residents as possible*

The key aspects of our mission are:

- 1) **Our people** are fundamental to Jasmine and our success in achieving our mission. Jasmine is totally focussed on recruiting the best people, then giving them the best inductions and training, and constantly engaging with our team. We also believe in rewarding and incentivising everyone in the Jasmine team for their contribution to us exemplifying our values and achieving our mission and objectives. We regularly do team surveys to monitor the engagement and wellbeing of our team. We are also absolutely committed to providing great training, and consequently aim for over 60% of our team to have a Diploma in Care or equivalent, and to complete as much additional training as possible.
- 2) To provide the **highest standards of care** is not just a cliché, we are totally committed to doing whatever is required to ultimately get all our homes to be rated as Outstanding with CQC. In order to achieve this we have our own rigorous internal audit and compliance process, which results in all our homes having their own Jasmine Compliance Report (JCR) and Jasmine Compliance Score (JCS) every month. We also do regular Quality Assurance exercises and put significant emphasis on carehome.co.uk reviews

- 3) To provide the highest standards of care **to as many elderly residents as possible**. This means that we have a positive impact on the lives of more team members (as we will employ more people) and more residents (and their relatives). We will achieve this by both maximising occupancy in our existing homes, and by purchasing one new care home every year and doing one major extension and refurbishment project each year.

Jasmine measures its success against its mission through the achievement of its primary aims, which are as follows:

- 1) For all our homes to have a team turnover rate of less than 30% per year
- 2) For over 60% of all our team to have a Diploma in Care Qualification
- 3) For all our homes to be rated Good or Outstanding by CQC and all other Regulatory bodies
- 4) For all our homes to have a Jasmine Compliance Score (JCR) of over 80% at all times
- 5) For all homes to have a www.carehome.co.uk Rating of over 9.5 out 10.0
- 6) For all our homes to be over 95% occupied, so that as many residents as possible can enjoy our high standards of care

Jasmine continually strives to improve its performance against these Aims, and believes an important contributor to its success is all its team exemplifying the Jasmine Values (see below).

Job Purpose

To achieve Jasmine's mission in the home you manage, by ensuring all your residents are provided with the highest standards of care, and doing everything you can to develop, motivate, and improve the wellbeing of your team.

Whilst always prioritising the above, the job holder must also ensure their home's profitability, in order to maximise the money available to reinvest in improving their home, Jasmine's other homes, and for Jasmine to purchase additional under-performing homes, as part of its mission to improve elderly care in the United Kingdom.

Objectives of Role

Your role at Jasmine comes with defined objectives that focus on key areas of accountability. These objectives are designed to ensure that you are contributing to Jasmine's Mission and Aims and your team's success. Each year, your achievement of your objectives will be discussed in your one-to-ones and will contribute to your end of year appraisal rating and pay review.

Objectives	Allocation (%)
Care Plans: <ul style="list-style-type: none"> • To complete Five New Care Plans for New Admissions during the year within the required timescales • Review 100 individual support plans (5 full care plans) yourself each month and ensure that all the other support plans are evaluated at least once every calendar month by the Senior Team • Minimise the review points identified by the Quarterly Care Plan Audit in order to assist in ensuring that the care plan audits always score in excess of 85.0%, assisting the Team to complete any Care Plan Action Points, leading to Sign Off being completed within 7 days. <i>Allocate rooms X to Y</i> 	30.0%
Complete at least four open, honest and effective one to ones every month	30.0%
<i>Add in Mandatory 3rd Objective, from the Optional List</i>	20.0%
<i>Add in Mandatory 4th Objective, from the Optional List</i>	20.0%
Total	100%

You will have additional objectives that are personal to you. They will be set by your manager for you to work towards throughout the year.

Incentives

Given what a fundamentally important role this is to the success of Jasmine, the following are offered in addition to a competitive market salary based on experience:

Salary – We pay top quartile market salaries

Pay Rises – Annual Performance related pay increases of up to 8% in addition to any cost of living increase

Holiday - 28 Days including Bank Holidays

Pension – We encourage everyone to sign-up for our NEST Pension Scheme, which we contribute 3% of salary to

Bonus Points – These are exchangeable for various vouchers or cash (with all tax paid by Jasmine) via PayPal, and are earned by obtaining recognition from your colleagues, good mandatory training, good attendance, and various other ways you contribute positively to the team and our residents' lives

Training – All relevant qualifications are fully funded to help you progress, and we will reward you with a financial bonus of up to £500

Refer a friend incentive - Up to £1,000 for referring a suitable team member

Meals - Enjoy low-cost meals at just £1 per course while on shift – the curry is a must-try!

Short Notice shift incentives

Employee Assistance Programme - Access to free counselling and valuable well-being advice
24/7

DBS check – We pay for this

Uniform – We provide as many uniforms as you require (subject to fair use policy)

Person Specification

Jasmine Values

I must lead by example, and exemplify all of the Jasmine's Values, which are:

- 1) Passionate about providing the Highest Standards of Care
- 2) Committed to Training & Development
- 3) To want to be One Big Team
- 4) To Communicate Openly, Honestly & Effectively
- 5) To Have & Reward a Strong Work Ethic
- 6) To provide a Positive Working Environment
- 7) To provide a Homely place for our Residents to live
- 8) To Embrace Change Positively
- 9) A belief that everyone is an Ambassador for Jasmine
- 10) To act with Integrity by always doing what we say we will
- 11) To Care for the Environment

Jasmine places a significant amount of emphasis on everyone in our team exemplifying our Values. Furthermore, Values play a larger role in all our recruitment decisions than competencies do, as we are happy to train and teach competencies to anyone that has our Values.

We also place a lot of importance on both positivity and humility in our leadership team.

Competencies:

Leadership skills
Ability to work under pressure
Excellent people skills
A caring and nurturing attitude
Positive and enthusiastic outlook
Good time management skills
Good written and oral communication skills
Prepared to take on extra training as required

Skills, experience and professional qualifications:

Relevant Qualification - Required	Relevant Qualification - Preferred	Experience Required	Preferred Experience
Relevant professional qualification (e.g., Registered Nurse or NVQ minimum level 3).	NVQ Level 4 in Adult Health and Social Care or above.	One years' experience in Senior Care role in a residential or nursing home	One years' experience working in a similar role in a residential or nursing home; OR two years' experience in Senior Care role in a residential or nursing home
		Conducting effective person-centred One-to-Ones.	One year's experience of caring for residents living with dementia
		Experience writing Person Centred Care Plans	Driving licence

Key Responsibilities

Management

Be responsible for the running of the home in the Manager's / Deputy's absence when required to do so.
 Create clear and effective lines of communication and working relationships, both within the home and with families, other professionals and agencies involved in the care of residents.
 Attend meetings where appropriate.
 Maintain a safe level of team members at all times whilst minimising agency usage.
 Keep abreast of new and developing services in the field of Residential and Nursing Care and particularly Dementia Care to ensure personal professional competency and that of the team is maintained.

Management of The Team

Ensure all of the Team instil a culture of putting residents needs first and providing excellent care.
 Assist deputy with one to ones for all care and ancillary team members to ensure they are done every two months.
 Assist deputy with team training needs so they are met and that the team members are supported through the process.

Relationship Management & Marketing

Maintain relationships with internal and external agencies including the local community, General Practitioners, Social Services, District Nurses, the PCT, CQC and other relevant government or local authority departments.
 Assist with marketing the home and maximising occupancy.
 Assist with pre-admission assessments.

Resident Care

To be competent in being able to fully compile a person-centred care plan.
 Together with the Manager and Deputy ensure all care plans are updated and evaluated at least every calendar month or sooner where required.
 With the Deputy ensure all care plans are updated and evaluated at least every calendar month.
 Ensure that the individuality of each resident is maintained by developing an awareness of, and, accommodating as far as is possible, their needs and requirements.
 Promoting the overall well-being of residents by ensuring they have access to all outside agencies (i.e. dentist) and maintain contact with their families and friends.
 Ensure that the residents are provided with the highest standard of care and evidence recorded of same.

Standards, Policies and Procedures

With the Manager and Deputy ensure all Audit Action Plans are completed within one month.
 Maintain an awareness of the latest professional and clinical knowledge.
 Ensure the safe handling and proper documentation of medicines.
 Assist in ensuring a consistent implementation and monitoring of all the Company's Policies and Procedures.
 Be familiar with Health and Social Care Act 2008, Mental Capacity Act 2005 and Health and Safety at Work Act 1974.

Reporting

Ensure the Manager and Deputy are kept fully informed of all major developments (i.e. team issues, occupancy, complaints, inspections) at all times.
 Ensure team members are kept fully informed of all new developments in the home.
 Ensure the Manager and Deputy are kept fully informed of the job holder's concerns, ambitions and development requirements.

The above is not an exhaustive list and in line with Jasmine Value 8 may be subject to reasonable change.

Team Member's Signature		Date	
Manager's Signature		Date	