



## **Team Leader Residential Service**

Kingsriver Community has an exciting opportunity for an experienced and qualified Team Leader (Social Care Leader Grade). Applicants require the desire and passion to help us grow our residential care services while maintaining our quality and commitment to excellent service.

Kingsriver has been providing residential and day programmes for people over the age of 18 with a variety of support needs for over 30 years. We have our own person centred approach to our work which has been developed over many years with love and care, a lot of fun and creativity and a constant focus on the uniqueness of each individual whose care, well-being and progression has been entrusted to Kingsriver.

Applicants need to have appropriate management and people skills and have relevant experience working with people with intellectual disabilities.

This post is a full-time permanent position offering a competitive salary.

### **About the Role**

Reporting to the PIC the Team Leader is responsible for:

- Day-to-day management and administration of a residential service provided to one young gentleman;
- Provision of a high quality, person centred residential service in accordance with national regulations and standards;
- Managing the development of opportunities for residents in Kingsriver Community to be in, and part of, the wider community and give people in the wider community more opportunities to be part of Kingsriver Community.
- Day-to day management of expenses and finance matters of residential care, and operating within budget allocations;
- Maintaining and sustaining the unique ethos that exists in Kingsriver; encouraging recognition of residents and participants as individuals and ensuring their needs and opportunities are given priority;
- Fostering an inclusive process with key stakeholders consistent with our mission, values and ethos;
- Day to day management and ensuring that HIQA and all other relevant statutory regulations are at appropriate compliance level
- Reporting to and advising PIC on all residential care matters
- Keeping up to date with all relevant legislation, legal requirements and advances, proposed variations in residential care

### **Qualifications and Experience**

- Appropriate third level qualifications in Health/Social Care/Intellectual Disability or similar.
- Evidence of continuous professional development;
- Significant relevant experience in managing residential care for people with intellectual disabilities and/or autism.
- Proven ability to create safe and welcoming home environment and ethos for residents;
- Experience of leading, managing and motivating a team;
- Financial Management skills;
- A clear knowledge and understanding of the Health Act 2007 Regulations and associated amendments and standards on the provision for day and

residential services in the intellectual disability and autism sector, including New Directions;

- In-depth knowledge of intellectual disability and autism;
- An outgoing and friendly personality with strong empathy and communication skills;
- Full clean driving licence;
- Ability to work as part of a Management Team.

If you feel you have the qualities, experience and values to take on this role, please email your application, addressed to Liam Quinn, CEO, outlining the fit between your skills and the qualifications and experience required, together with your CV.

Closing date for applications is Friday March 20th, 2019.

Kingsriver Community- Ennisnag - Stoneyford - Co. Kilkenny [www.kingsriver.ie](http://www.kingsriver.ie)

## **Job Description**

Post Title: **Team Leader (Residential Service), Kingsriver Community Holdings CLG**

**Responsible to and Reporting to: CEO.**

General Role and Duties:

- Responsible for the day-to-day management and administration of a residential service provided to one young gentleman.
- Responsible for the provision of a person centred service.
- Responsible for overseeing the provision of a quality service, in accordance with national regulations and standards.
- Responsible for maintaining and sustaining the unique ethos that exists in Kingsriver.
- Responsible for the implementation of the residential care aspects of the 5-year strategic plan as directed by the Board of Directors.
- Responsible for the effective management and development of resources, within a challenging environment.
- Ensuring the Community provides person-centred support and that residents enjoy an environment that is safe and provides an excellent quality of life, where residents achieve their ambitions.
- Working with staff and volunteers to develop and plan all aspects of the service that promote quality for all.
- Ensure the service is compliant with HIQA standards and regulations.
- Providing leadership to the Community and line management to those working within the community.
- Ensure the community operates effectively, safely and sustainably, building on Kingsriver's ethos.
- Lead and co-ordinate support to residents in the community's residential household providing a safe homely environment where each resident has access to comprehensive, person-centred personal support.
- Responsible for care management of all residents in the residential service.
- Manage and oversee the day to day running of the residential service.
- Manage the house team ensuring that there is adequate cover for resident support at all times and organise rota's and chair regular house meetings.
- Line Manage persons within the staff/volunteer team and ensures the training needs of staff and volunteers are met. Assist in the process of induction of new volunteers, staff and residents.

- Co-ordinate and ensure the needs of the residents are met in their daily lives.
- Ensure that the community provides the best standard of care and support, complies with legislation, polices best practice and can demonstrate same.
- Ensure a healthy and nutritious diet is offered that takes individual needs and choice into account
- Ensure the development and maintenance of comprehensive and up to date residents records.
- Undertake responsibility for health and safety in the home in line with policy and procedure and maintain necessary records including fire safety and risk assessment records.
- Ensure all appropriate records are maintained and up to date for each resident

## **Specific Role and Responsibilities**

### **Leadership and Residential Staff Management**

- Manage your residential service team at and ensure it is a positive, supportive and rewarding workplace for staff.
- Support staff and volunteers to ensure that positive relationships are built and a can-do atmosphere is sustained, in accordance with Strategic Objective 4 of Kingsriver's strategic plan.
- Ensure effective team meetings, supervision, training and development for appropriate excellence in residential care, take place on a continuous basis.
- Implement an effective performance management system.
- Value and recognise and further develop the contribution of our staff and volunteers.
- Understand and promote the unique volunteer model within Kingsriver.
- Inspire and support the team to meet vision and objectives and to understand how their contribution is vital to achieving wider strategic aims.
- Ensure there are clear lines of accountability and responsibility across the team, which foster and maintain effective working relationships for Kingsriver.
- Prepare appropriate staff rosters to ensure appropriate residential care service is well planned and executed
- Fully participate in 6 monthly review of financial and administration policies and procedures to ensure these best support the welfare of Kingsriver Community, its staff and participants.
- Make sure it complies with HIQA standards and reporting requirements and that it demonstrates continuous improvement through review and audits.
- Make sure the residential service maintains excellent working relationships with the HSE and the requirements of its Service Agreement.
- Direct and control the work and resources of the residential service collaboratively in accordance with the business plan and agreed policies and procedures of the Community.

### **Operational Management**

- Be accountable for the overall provision of service, work collaboratively and ensure staff and volunteers are fully supported to carry out their responsibilities.
- Ensure the highest quality services are delivered in a way that is aligned to Kingsriver's ethos and values ensuring the residential service has appropriate and up to date policies and procedures in place to meet regulatory requirements.
- Effectively manage change including all involved.
- Ensure there is effective record-keeping monitoring, reviewing and reporting in order to support the effective and orderly functioning of the residential

service and fulfil the reporting requirements of funders, regulators, and the board.

- Have overall responsibility for the management of risk throughout the residential service ensuring health and safety standards are met at all times.
- Ensure the residential service provides a safe, secure, and good quality of life for those living and supported by the KRC.
- Ensure the residential service investigates and respond to complaints, including adult and child protection concerns, in line with organisational policies and procedures.
- Ensure a high quality of life for individuals in Kingsriver, clarity of goals and aims through good quality assessments, person centred (personal) plans, health promotion, reviews, support plans (care plans) and personal risk assessments as appropriate.
- Enable and support residents to have choice and control in their lives, develop citizenship and maintain relationships with friends and families including accessing advocates and other professional support as maybe appropriate.
- Have an excellent knowledge of the Regulations and HIQA standards.

### **Staffing/Volunteers**

- Ensure there is clear communication with staff and volunteers and there are appropriate and effective systems in place for engagement and consultation.
- Ensure the staffing levels and skills mix meet the dependency needs of residents and other persons supported and ensure rotas are in place.
- Identify and address training needs of staff, volunteers.
- Take part in the on-call system and provide cover when required.
- Review staffing levels and skills mix regularly and change them as and when necessary to meet the assessed needs of each particular resident.
- Ensure staffing levels are driven primarily by the need to achieve optimal health and quality of life outcomes for residents.
- Ensure recruitment and management staff and volunteers is in line with legislative and good practice requirements and follows policy and procedure.
- Ensure all staff and volunteers receive regular and annual appraisal.

### **Finance and Funding**

- Be accountable for the effective management of resources and financial control of residential budgets.
- Be responsible for providing timely and accurate financial reports to the PIC/CEO as required.

### **Stakeholder Engagement and Relationships**

- Active and creative involvement in the development of opportunities for people in Kingsriver to be in, and part of, the wider community and give people in the wider community more opportunities to be part of Kingsriver, in line with objective 2 of the strategic plan.
- Manage the development and maintenance of effective communication and relationships with all stakeholders, especially families of residents and local communities.
- Act as an ambassador for Kingsriver; network widely to build new and foster existing strategic relationships.

### **Executive Governance**

- Build, develop and maintain all relevant management structures, systems and competence, to meet the current and future demands for and challenges on

the service, in line with the relevant aspects of the strategic plan and in conjunction with the PIC/CEO and Board of Directors.

- Report to and work closely with the PIC & CEO, in line with the requirements of good governance.

### **Flexibility**

This job description is not exhaustive and there may be times you will be required to undertake other duties in order to meet the needs of residents within the Community. We offer a continuous care and welfare support, 365 days per year to the people who live in Kingsriver Community.

Employees are expected to have a high level of flexibility and a willingness and ability to develop new approaches to their work. Duties and responsibilities of any post in the Community are likely to change with the ongoing needs and developments of the Community. Employees will therefore be required to carry out such other duties appropriate to their employment as may be assigned to him/her from time to time.

### **Confidentiality**

In the course of the employment the post holder may have access to, or hear information concerning the medical or personal affairs of people who use services and/or staff, or other health service business. Such records and information are strictly confidential and unless acting on the instructions of an authorised officer, on no account must information concerning people who use services, staff, or other health service business be divulged or discussed except in the performance of normal duty. In addition, records must never be left in such a manner that unauthorised persons can obtain access to them and must be kept in safe custody when no longer required.

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