



Care Team Manager

London

£25K Increasing up to £28K after probation period

Full time

Our client seeks to deliver the highest quality of personal care and assistance to individuals that need it, helping them maintain their comfort, security and dignity, as independently and safely as possible in their own homes and communities.

The Team Manager manages the delivery of care to service users, to ensure that the team for which they are responsible provides a high quality, personalised service to clients to enable them to enjoy the best quality of life they can in the comfort of their own homes.

The job will entail:

- Carries out weekly and daily preparations of care worker rotas. Arranges cover for care worker sickness, absenteeism or holidays.
- Matches care workers to service users, ensuring care workers are notified of all details relating to their assignments. Allocates care visits appropriately, discussing assignments with both care workers and service users.
- Assists with recruitment of care workers; manages staff performance through appraisals, assessment of compliance, monitoring of sickness and absence, in accordance with Company procedures. Carries out regular supervisions of care workers (at least every 8 weeks).
- Takes responsibility for new referrals from private customers and social services teams, ensuring full information is received and documented and appropriate care planning is undertaken.
- Talks to service users and their chosen representatives about their care and support taking account of different communication needs and levels of understanding. Monitor care worker compliance with Company policies and procedures.
- Assists with identifying of business development opportunities outside current client base. Actively seek out relevant and appropriate contacts to develop a network across a wide range of sectors including health, social and voluntary sectors.

The ideal candidate:

- NVQ/QCF Level 3 in Health or Social Care. Preferably Working towards NVQ/QCF Level 4/5 in Health or Social Care.
- A positive attitude towards older people, people with mental health problems or physical, mental and learning disabilities.
- IT literate (Excel, Word, PowerPoint).
- Ability to build positive working relationships with customers, their families, care staff and other health and social care professionals.
- Experience of managing people and able to train and develop staff members in improving performance and ensuring CQC compliance.
- Ability to drive.
- Preferably have specific training/certification in social care risk assessments and care planning.

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