

Response Service Team Leader

About the organisation

Age UK Lincoln and South Lincolnshire is an independent local charity, part of the Age UK brand partnership. We are a fast paced, forward thinking and friendly organisation, supporting more than 5000 people every week. Based at our activity centre on Park Street in Lincoln, we support clients right across the county through activities, social groups and the many services we provide.

Our vision – **a world where older people flourish** – is delivered in the pursuit of our strategic priorities and values:

To improve the lives of older people

Caring & Understanding

To increase our organisation's financial sustainability and contribution to the local economy

Dedicated & Passionate

To be leaders in providing high quality services and achieve customer excellence

Dignity & Respect

To be a partner of choice

Independence

To be an employer of choice for staff and volunteers

Compassionate

We employ more than 260 people in 19 different departments who are supported by more than 150 volunteers. As we continue to grow as an organisation, we are looking for the right people to join us. If you're motivated by our vision, believe in our strategic priorities and embody our values in everything you do, why not apply for a role at Age UK Lincoln & South Lincolnshire.

Our recruitment and selection process

All candidates are required to complete our [application form](#) to ensure a fair and consistent process; CVs will not be accepted.

The questions we ask are designed to capture the key information about your employment history and the skills and qualifications you have gained whilst at work or in education. We encourage applicants to use the job description and person specification when completing their application to demonstrate they understand the role for which they are applying.

Applications are sent to the hiring managers for short listing once the job advert has closed. In some cases, your application may be sent before the closing date if a sufficient number of applications are received.

We are unable to provide feedback on any application received by the organisation.

Job Description

Job title:	Response Service Team Leader
Department:	Response & Hart
Location:	Local offices in Boston, Grantham, Lincoln and Louth – countywide service
Hours of work:	As per contract – Day shifts and night shifts available
Contact:	Permanent
Responsible to:	Assistant Response Manager
Job purpose:	To provide line management to Responders and Call Handlers who will be working across a set of different shifts patterns on a rota system to cover a 24/7 service.

Key Responsibilities:

- To competently and confidently make dynamic operation decisions to ensure the greatest positive outcome for customers.
- To attend in a responder role to service users alarm activation when required.
- Carry out personal care tasks as required.
- To support the coordination of calls coming into the service and deploy the appropriate resources.
- To carry out day to day line management of on duty staff including carrying out regular supervisions and observations.
- Responsible for devising, maintaining and updating rotas.
- Ensure all absences are covered.
- To provide one to one supervision with responders making yourself available across the shift to ensure all paperwork is complete in an appropriate manner.
- Ensure all call out reports and paperwork are accurate and completed to high standard.
- To ensure data collection is recorded accurately for reports to the Board of Trustees and Commissioners of the HART Service
- Liaise with Line Manager on a regular basis.
- To undertake mandatory training and supervisions.
- Ensure that the workplace is a positive environment.
- Meet core competences require by Care Quality Commission (CQC).
- Support other departments within Age UK Lincoln & South Lincolnshire.
- Carry out all other duties as deemed reasonably appropriate by your Line Manager.

Person Specification

E	Essential	D	Desirable	A	Application	I	Interview
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EXPERIENCE

Characteristic	E	D	Assessment
Experience of at least 1-year experience in a Team Leader role		D	A/I
Experience of supervision of staff	E		A/I
Experience in overseeing the completion of detailed service user records	E		A/I
Experience of working a variety of shifts		D	A/I
Experience of managing and producing rotas		D	A/I

KNOWLEDGE

Characteristic	E	D	Assessment
Understanding and appreciation of the needs of older people and persons at risk	E		A/I
Knowledge of CQC regulations and outcomes	E		A/I
Awareness of the function of adult social care within the county of Lincolnshire		D	
Good understanding of rota systems and ability to plan a shift pattern, over 24 hours		D	A/I

PERSONAL QUALITIES

Characteristic	E	D	Assessment
Strong and confident leadership	E		A/I
Positive attitude and good sense of humour	E		A/I
Calm under pressure	E		A/I
Ability to think outside the box	E		A/I
Good organiser and time keeper	E		A/I
Ability to work in a team	E		A/I
Willing to accept instruction and responsibility	E		A/I
Self-motivated and able to work alone	E		A/I
Flexible, cooperative, approach to work	E		A/I
Commitment to providing a customer focused service	E		A/I
Understanding the importance of and commitment to confidentiality	E		A/I
Committed to fulfilling the needs of vulnerable people	E		A/I

EDUCATION & QUALIFICATIONS

Characteristic	E	D	Assessment
Good standard of general education	E		A/I
Evidence of training and ongoing development		D	A/I
Qualification to NVQ Level 2 (or equivalent) in Health & Social Care or equivalent health care qualification		D	A/I

OTHER REQUIREMENTS

Characteristic	E	D	Assessment
Full driving licence with access to own vehicle	E		
Satisfactory Enhanced DBS check	E		

Additional Information

Using your car

It is an essential requirement to have a full UK driving licence with access to your own car. You must provide your driving licence, proof of vehicle insurance with business use and the make, model and colour of your vehicle.

Mileage

We pay 45p per mile up to 10,000 miles and a reduced rate thereafter.

Probation Period

All employees are subject to a six-month probationary period.

DBS (Disclosure & Barring Service)

This post requires an enhanced DBS check (adult's barred list).

Conditions of Employment

- Receipt of two satisfactory references (one must be a professional reference from your current or most recent employer; neither may be related to you)
- Proof of your right to work in the UK (please visit <https://www.gov.uk/prove-right-to-work> to find out what documents we can accept as proof of identity)
- A satisfactory enhanced certificate issued by the Disclosure and Barring Service (please visit <https://www.gov.uk/government/publications/dbs-identity-checking-guidelines/id-checking-guidelines-for-standardenhanced-dbs-check-applications-from-1-july-2021#group-1-primary-identity-documents> to find out what documents we can accept as proof of identity)

To find out more about this role please email HR@ageuklsl.org.uk or call 0345 556 4144 and ask to speak to a member of the HR team.