

Team Leader – Hospital Avoidance & Response Team

About the organisation

Age UK Lincolnshire is an independent local charity and a valued member of the Age UK brand partnership. We are a dynamic, forward-thinking, and welcoming organisation, dedicated to supporting over 6,000 people across the county every month. With offices and retail outlets throughout Lincolnshire, we offer a wide range of services, social groups, and activities designed to help older people stay independent, active, and enjoy a fulfilling later life.

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're a growing organisation with over 260 dedicated employees working across 19 departments, supported by more than 200 passionate volunteers. As we continue to expand, we're looking for talented individuals who share our vision and values to join our team. If you're inspired by our mission, aligned with our strategic priorities, and committed to making a difference in later life, we'd love to hear from you.

Our recruitment and selection process

To ensure a fair and consistent approach, all candidates must complete our [application form](#) we do not accept CVs. The form is designed to capture key information about your employment history, qualifications, and skills gained through work or education.

We encourage applicants to refer closely to the job description and person specification when completing their application. This helps demonstrate your understanding of the role and how your experience aligns with our requirements.

Once the job advert closes, applications are reviewed by the hiring manager for shortlisting. In some cases, applications may be considered before the closing date if we receive a high volume of interest.

Interview Process and Reasonable Adjustments

At Age UK Lincolnshire, we aim to make our interview process as welcoming, fair, and accessible as possible.

If your application is shortlisted, you will be invited to attend an interview, which may be held in person or via video call (Microsoft Teams) depending on the role and circumstances. During the interview, we'll explore your experience, skills, and alignment with our values and the requirements of the role.

We are committed to ensuring that all candidates have equal access to opportunities. If you require any reasonable adjustments to support you during the recruitment or interview process; such as accessible formats, additional time, or alternative arrangements please let us know when you are invited to interview. We will do our best to accommodate your needs.

Job Description

Job title:	Team Leader – Hospital Avoidance & Response Team (HART)
Department:	Response & HART
Location:	Countywide, in specified areas
Hours of work:	38.5 hours per week, over 7 day per week, on a rotational basis between the hours of 6am and 6pm for days/6pm and 6am if working nights.
Reports to:	HART & Response Assistant Manager
Job purpose:	This dual role involves both providing leadership and undertaking personal care tasks, making operational decisions and ensuring that staff deliver high quality care and services to our clients. The Team Leader will also actively respond to telecare activations as required, ensuring coordination of resources and management of incoming calls. Additionally, this role includes regular line management duties,

supervision, training oversight and collaboration with internal and external teams to ensure optimal client care outcomes.

Key Responsibilities:**Operational Decision Making & Response:**

- Respond as a first responder to telecare activations and emergency situations as required, ensuring prompt and appropriate action.
- Make dynamic decisions about operational needs based on the context of each case, balancing urgent care requirements with staff resources.
- Coordinate incoming calls and deploy appropriate resources to meet the needs of patients and clients in a timely manner.

Staff Management & Supervision:

- Oversee day to day line management of on duty staff, ensuring all tasks are completed efficiently and to a high standard.
- Conduct regular supervisions, competency observations and performance appraisals for team members, ensuring this information is recorded as expected.
- Ensure that all team members are trained to a high standard, keeping their skills and knowledge up to date through a mix of online and manual training.
- Carry out assessments for the Care Certificate, ensuring all staff complete their qualifications in a timely manner, liaising with the Care Manager to sign off on certifications.

Training & Development:

- Ensure all team members, including yourself, remain compliant with mandatory and developmental training requirements.
- Support and mentor new employees or current staff, providing guidance and assistance as needed.
- Act as a mentor during the induction process, delivering a robust induction experience for all new starters in collaboration with the Assistant Manager.

Rotas & Absence Management:

- Create and update rotas to ensure the team is adequately staffed, addressing any gaps or absences in coverage.

- Ensure that all shifts are covered efficiently and communicate any staffing issues to the Assistant Manager promptly.

Audits & Reporting:

- Complete and store all visits and call out reports in accordance with organisational policies and quality standards.
- Perform daily audits of completed reports and tasks to ensure accuracy, compliance and consistency in data.
- Collect and manage daily data accurately for reporting purposes, ensuring that all information is up to date and complete.

Compliance & Standards:

- Ensure the team always meets the core requirements of CQC regulations, maintaining a high standard of care and operational practice.
- Adhere to the Respectful Working Policy, promoting positive, respectful and professional relationships with all staff and clients.
- Work collaboratively with other departments and external agencies to ensure the best outcomes for patients and clients.

Communication & Liaison:

- Maintain regular contact with staff working remotely, ensuring they feel supported and have access to any necessary resources.
- Liaise with the Assistant Manager regularly to ensure clear communication and alignment on team objectives and issues.
- Be proactive in responding to any reasonable requests from the Assistant Manager.
- Undertake all other reasonable duties as directed by your Line Manager to support the ongoing operation and success of the team.

Person Specification

E	Essential	D	Desirable	A	Application	I	Interview
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Experience

Characteristic	Assessment	
Ability to work a variety of shifts, including weekends	E	A/I
Ability to follow organisational policies and procedures	E	A/I
Previous experience in customer services, health or social care	D	A/I
Previous experience in the supervision of staff	D	A/I
Proficiency in using databases and comfortable with administrative tasks, data entry and managing electronic records	D	A/I

Knowledge

Characteristic	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 services available for older people and people at risk throughout the county of Lincolnshire.	D	A/I
An excellent communicator with proven ability to communicate effectively both verbally and in writing and liaise with people at all levels and from a variety of cultural backgrounds	E	A/I
Awareness of the function of Adult Social Care within Lincolnshire	D	A/I
A good knowledge and understanding of confidentiality and GDPR	D	A/I

Education & Qualifications

Characteristic	Assessment	
Good general standard of education	E	A/I
Willingness to complete on going trainings	E	A/I
Qualification to NVQ Level 3 (or equivalent) in Health & Social Care or equivalent health care qualification	D	A/I

Personal Qualities

Characteristic	Assessment	
Strong and confident leadership	E	I
Positive attitude and good sense of humour	E	A/I
Strong organisational skills with attention to detail	E	A/I

Excellent communication and interpersonal skills	E	A/I
Ability to work independently and as part of a team	E	A/I
Willing to accept instruction, responsibility and accountability	E	A/I
A caring, empathetic and patient approach to client care and staff requirements	E	A/I
Flexibility to adapt to changing needs and tasks	E	A/I
Commitment to fostering a positive, inclusive and professional working environment	E	A/I
Understanding the importance of commitment to confidentiality	E	A/I
Commitment to fulfilling the needs of vulnerable people	E	A/I
Integrity and transparency in all aspects of work	E	A/I
Friendly and compassionate approach to customer service, with a focus on meeting the needs of clients and providing a positive experience	E	A/I

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@ageuklincolnshire.org.uk or call 01522 696000 and ask to speak to a member of the HR team.