

WHERE  
CAREERS  
THRIVE

When potential  
is unlocked,  
talent *thrives*



West  
Northamptonshire  
Council

## Shift Leader

### People Directorate

Thank you for your interest in this role. Our vision at West Northamptonshire Council (WNC) is: 'to make West Northants a great place to live, work, visit and thrive'.

We truly stand by this and work hard every day to make this a reality, and at WNC it's about our people. People who thrive with ambition, bring new ideas, demand better ways of working, care about every detail, and who never shy away from a challenge.

Our culture is a gateway for new experiences. A place to forge new opportunities. To empower you in your career and unite you with like-minded people. When potential is unlocked, talent thrives.



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## **Purpose and impact:**

Carry out day to day, practical organisation of shifts in residential care homes for older people with dementia.

## **Accountable to:**

This role is accountable to the Team Manager.

## **Responsibilities:**

1. Prioritise and direct the workload of team members accordingly, ensuring any issues are dealt with as they arise and the health, safety and welfare of customers and employees are responded to in line with agreed policies and procedures.
2. With reference to the individuals care plan, provide practical and emotional support to customers to help them maintain independent living. In appropriate cases:
  - Assist customers to carry out activities, hygiene routines and manage medication as directed within their care plans to help maintain health and wellbeing;
  - Assist customers to undertake practical tasks to help maintain their physical wellbeing.
3. Act as a key worker for designated customers and in consultation with other stakeholders to ensure that customers are supported in accessing the applying for the services and benefits they are entitled to from the relevant agencies and authorities.
4. Undertake shift lead responsibilities on behalf of the service for ordering, monitoring and administering medication to customers, ensuring prescribed drugs are used appropriately and safely in line with relevant policies and procedures.
5. Assist the management team by providing and recording information to help amend and update care plans so that changes in customers' needs can be supported appropriately.
6. Ensure that all administrative tasks relating to the job are carried out in an effective and timely manner for accurate audit and record keeping and accordingly to contribute to reviews (e.g. safeguarding forms, accident/incident forms and case notes).
7. Ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons, for example infection control, and to comply with the policies and procedures relating to Health and Safety within WNC.
8. Carry out any other duties which fall within the broad scope and purpose of this job description and which are commensurate with the grade of the post.
9. To maximise personal productivity, minimise duplication and errors; and manage our information efficiently and securely to reduce risk, through effective use of Office 365 and our internal IT systems and applications.
10. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.

11. Demonstrate awareness and understanding of other people's behavioural, physical, social and welfare needs and ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

## Person specification:

The requirements for the role are outlined below and will be part of the selection process. Each of the criteria listed below will be measured by:

(A) Application Form, (T) Test, (I) Interview, (P) Presentation, (D) Documentation.

Minimum levels of knowledge, skills experience and qualifications required for this job.

Skills and abilities:	Essential / Desirable	Measured by
Good verbal and written communication skills sufficient to write clear, concise and accurate case notes and to enable effective filling out of forms and communication with a number of agencies	Essential	A, I
Excellent interpersonal skills with the ability to listen and interact effectively with and on behalf of customers	Essential	A, I
Practical approach to resolving problems and achieving results	Essential	A, I
Flexible, adaptable and tolerant to meet the needs of the service with the ability to react appropriately to a crisis situation	Essential	A, I
Ability to meet the physical requirements of the role	Essential	A, I
Ability to successfully complete and understand the need for and application of mandatory training relevant to the role	Essential	A, I
Ability to inform customers on benefits and application systems	Essential	A, I
Ability to work within set procedures and systems.	Essential	A, I
Ability to demonstrate awareness and understanding of equal opportunities and other people's behaviour, physical, social and welfare needs	Essential	A, I
Full driving licence and access to a vehicle	Desirable	D
Ability to work flexible hours to include covering early mornings, late events, weekends and nights 365 days of the year.	Essential	A, I

Knowledge:	Essential / Desirable	Measured by

Relevant experience:	Essential / Desirable	Measured by
Proven experience of health or care work	Essential	A, I
Experience of delivering care services in a care setting	Desirable	A, I

Education, training and work qualifications:	Essential / Desirable	Measured by
Educated to GCSE standard or equivalent	Essential	A, I, D
NVQ/QCF Level 2 in Social Care or equivalent qualification	Essential	A, I, D
Working towards a relevant NVQ/QCF Level 3 qualification	Desirable	A, I

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates.

**Additional pre-employment checks specific to this role include:** Enhanced Disclosure and Barring Service check

## Day-to-day in the role:

<b>Job family &amp; salary band:</b>	Care and Welfare Band 04	<b>Worker type:</b>	Fixed
<b>People management responsibility:</b>	None	<b>Budget responsibility:</b>	None

Current pay scales and other benefits are published on the [Jobs and Careers](#) section of West Northamptonshire Council's internet.

### Working conditions & how we work:

*[Manager please highlight if the work involves Regular manual handling, Working at height, Rotating shift work, Driving HGV or LGV for work]*

*[How we work: Manager please add some context around how the role can be carried out]*

For example: We are open to discussions about flexible working.

*[You should also add some context around the worker type, see worker type descriptions [here](#)]*

For example: This role has been identified as a part-flexible worker type, this means that you will be able to worker from other work locations and when not working from an office you will be working remotely for up to 3 days a week (including from home).

## Our organisational values and behaviours

Everything we want to achieve for West Northants depends on having the right people in place and doing the right things and we want all colleagues to THRIVE, both personally and professionally. Our values and our behaviours framework underpin how we work and what partners and customers can expect from us. We want to do our very best for our residents, service users and businesses and for our staff – we want everyone to THRIVE.

<b>T</b> Trust	We are honest, fair, transparent and accountable. We can be trusted to do what we say we will.
<b>H</b> High Performing	we get the basics right and what we do, we do well. We manage our business efficiently.
<b>R</b> Respect	we respect each other and our customers in a diverse, professional and supportive environment.
<b>I</b> Innovate	we encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area.
<b>V</b> Value	We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness
<b>E</b> Empower	we believe in people, will listen, learn and trust them to make decisions. We help people to realise their ambitions.

**“Valuing colleagues as individuals and encompassing our different perspectives to deliver our collective ambitions. One West inclusive culture.”**

Should you require this document in another format or language, please contact: [Careers@westnorthants.gov.uk](mailto:Careers@westnorthants.gov.uk)

# When potential is unlocked, talent *thrives*

Choose a career that offers you a true sense of achievement, fills you with pride and challenges you in a positive way, everyday.

## The benefits of a career at WNC include:

- **People** are at the centre of everything we do. Without our people, we wouldn't be able to deliver services to the people in our community.
- **Ambition** runs through everything we do at West Northants Council, we nurture and develop our people's ambition and willingness to succeed, to continually improve the service we provide to the community.
- **Care** is at the heart of West Northants Council, we care in so many ways; seen and unseen, helping our colleagues and community to thrive.
- **Flexibility** is key, we know work-life balance is critical to wellbeing, so we work hard to make sure our benefits package promotes and improves wellbeing; from annual leave, sick pay, family leave and flexible working, financial security offered by a local government pension scheme and life assurance, and discount schemes which make a difference to your day-to-day life, through to employee helplines offering free legal, health, financial and wellbeing advice and support.

We want you to have balance and be happy.

