

## Job Description

# Senior Adults Direct Care Lead

**Reference:**

**Date:** April 2026

**Job Family:** Care/Direct Care

**Level:** 3

**Band:** 10

**Career Track:** Technical, Professional and Managerial

## Job Purpose

Under the direction/delegation of the Senior Manager, provide a healthy, stimulating, safe and caring environment for service users and staff, and to manage the unit in accordance with County Council policy and procedures and CQC (Care Quality Commission) Fundamental Standards and Regulations

## Service Purpose

Tynedale House is a welcoming, 24 bedded residential care home providing high-quality, person-centred care in a safe and supportive environment. In addition to long term residential placements, the service also offers respite care for up to six people, enabling individuals and their families to access short-term support that promotes wellbeing, independence and continuity of care. Registered with the Care Quality Commission (CQC), Tynedale House is committed to meeting regulatory standards and delivering compassionate care that reflects individual needs, preferences and life experiences. The home promotes dignity, choice and inclusion, offering a homely atmosphere where people feel respected and valued. Skilled and dedicated staff work closely with residents, families and partner professionals to ensure care is responsive and outcomes focused.

## Duties and Responsibilities

### Service Delivery & Operational Tasks

Lead the day-to-day operational delivery of a nurse-led service, ensuring safe, effective, person-centred care that meets assessed clinical needs and agreed care

### Stakeholder Engagement & Communication

Communicate effectively with service users, families, staff and professionals, ensuring involvement, co-production and clear understanding of care, risk and service arrangements.

### Compliance, Governance & Risk

Act as Registered Manager where required, ensuring full compliance with CQC Fundamental Standards, statutory requirements, Council policies and professional accountability

**Resource Management**

Exercise delegated responsibility for staffing, physical assets and the unit budget, ensuring effective use of resources and value for money within available allocations

**People Management**

Manage performance through supervision, appraisal and objective-setting, addressing conduct, capability, attendance and wellbeing in line with policies

**Team Leadership & Development**

Provide visible, values-led leadership, modelling best practice, motivating staff and creating a culture of accountability, resilience and continuous improvement

**Strategic Input & Service Improvement**

Develop and implement local service aims and objectives that align with corporate priorities, CQC requirements and changing service-user needs

**Project & Programme Delivery**

Lead and contribute to approved service development initiatives and improvement projects, ensuring delivery within scope, resources and agreed timescales

**Data, Insight & Reporting**

Maintain accurate records and prepare professional, clinical and management reports to support decision-making, accountability and assurance

**Digital & Systems Use**

Use digital systems effectively for care recording, communication, reporting and management information, in line with organisational requirements

**Equality, Diversity & Inclusion**

Promote equality, diversity and anti-oppressive practice, ensuring services and staffing practices are inclusive, respectful and person-centred.

**External Representation & Partnership Working**

Represent the service at internal and external meetings, working collaboratively with health, social care and partner agencies to improve outcomes

**Learning & Development**

Identify workforce development needs, support student placements and deliver or facilitate training to maintain clinical competence and regulatory compliance

**Safeguarding**

Ensure robust safeguarding and risk management arrangements are in place, identifying and responding appropriately to concerns of abuse, neglect or significant harm.

**Person Specification****Professional and Technical Requirements**Qualifications

- A relevant nursing qualification (RNLD) with previous post registration experience
- Relevant management qualification e.g. Diploma in Leadership for Health & Social Care

Knowledge, Experience and Skills

- In-depth knowledge of CQC Fundamental Standards, regulatory requirements and inspection frameworks.
- Detailed understanding of the clinical needs of the client group, including behavioural disorders, mental illness, and violence/aggression.
- Significant senior clinical experience within a relevant setting and client group.
- Experience of managing budgets and physical resources, including delegated financial responsibility.
- Competence in clinical assessment, care planning oversight, and professional accountability.
- Ability to maintain accurate records and reports, including case notes and statutory documentation.
- Capacity to work safely under physical, mental, and emotional demands, including exposure to challenging behaviour.
- Commitment to professional ethics, person-centred care, the NMC Code of Conduct, and anti-oppressive practice.
- Ability to meet operational requirements, including shift work (nights/weekends), oncall responsibilities, and transport demands.

## Core Competency Requirements

- **Communication:** Communicates across services to influence outcomes. Adapts style across organisational contexts and manages sensitive communications.
- **Collaboration:** Facilitates collaboration across teams, services, and external partners to deliver joined-up solutions.
- **Service Delivery:** Aligns delivery with strategic priorities and maintains high performance. Improves services using innovation and effective use of resources to deliver value for money.
- **Decision-Making:** Balances risk and impact in decision-making across teams or projects.
- **Digital & Data Literacy:** Uses digital systems to manage performance and inform decisions. Applies ethical judgement and explores new data sources. Analyses complex data to improve service outcomes.
- **Adaptability:** Leads teams through change using structured approaches that support clarity and resilience. Builds team cohesion and sustains service culture during transitions.
- **Problem-Solving:** Enables collaborative problem-solving and challenges existing practices to address cross-service challenges.
- **Community & Customer Focus:** Applies community insight and customer feedback to shape responsive and inclusive services.
- **Leadership:** Aligns team capability and resources to deliver meaningful outcomes. Leads projects and services within areas of expertise and across disciplines.

## Strengths

- **Team Leader:** You work well as part of a team and strive to ensure the team pulls together and is effective.
- **Emotionally Intelligent:** You draw insight from your own emotions and those of others to show empathy.
- **Responsible:** You take ownership for your decisions. You hold yourself accountable for what you have promised.
- **Decisive:** You use your judgement. You take a considered approach to situations and tasks when making decisions.

- **Resilient:** You have inner composure, recover quickly from setbacks and learn from them.

## Safer Recruitment

The post holder is expected to promote and safeguard the welfare of Adults at Risk they are responsible for or come into contact with, in line with the organisation's safeguarding policies.

This post is subject to an Enhanced Disclosure and Barring Service (DBS) check, including a check against the barred list for working with children and/or vulnerable adults.