

**Job Title: Rapid Responder Team leader**

**Reporting to:** Senior Coordinator / Deputy Manager / Registered Manager

**Hours:** 30+ hours per week – Variable shifts (AM, PM, including every other weekend)

**Job Purpose:**

As a Rapid Responder, you are the driving force behind ensuring seamless, high-quality care in times of need. You thrive on challenges, stepping in to support where needed. Whether it's covering an urgent shift, responding to an emergency, or assisting a colleague, you are reliable, adaptable, and ready to go at a moment's notice.

This role is ideal for someone looking to progress—whether you're working towards a Level 3 qualification or aspiring to advance into senior management. It's also perfect for those who love providing care but want more responsibility and leadership opportunities.

Rapid Responders ensure service users never go without care, responding to urgent situations, covering staff sickness, and supporting service continuity across multiple locations.

**Service Areas:**

- **Norfolk & Surrounding Areas:** Wymondham, Mulbarton, Norwich, Wroxham, Taverham, Aylsham, North Walsham, Stalham, Great Yarmouth.
- **Suffolk & Surrounding Areas:** Bury St Edmunds, King's Lynn, Lowestoft, Bungay, and adjacent rural communities.

Your **quick thinking, problem-solving, and commitment** make a real impact—**no matter the challenge, you get the job done.**

**Key Responsibilities:****1. Emergency & Staff Sickness Cover**

- **Be ready to go, anytime, anywhere**, covering staff sickness at short notice across Norfolk and Suffolk.
- **Travel to different locations** when needed—no two days are the same.
- **Respond quickly to emergency calls and crisis situations**, ensuring **no service user goes without care.**
- Work **flexible shifts**, including **mornings, evenings, weekends, and overnight cover** if required.

**Staff Support & Mentorship**

- **Lead by example**, providing **real-time coaching, mentoring, and supervisions** for staff.
- Conduct **shadow shifts and competency assessments**, helping new staff build confidence and skills.
- Step in to **support struggling colleagues**, ensuring high-quality care delivery **no matter the situation.**

### **Maintaining High-Quality Care Standards**

- Conduct **spot checks** on staff performance, identifying and **fixing problems on the spot**.
- **Review and update care plans**, ensuring they match **service user needs and CQC compliance**.
- Assist in **staff training and competency assessments**—helping everyone **stay at their best**.

### **Medication Management & Compliance**

- Carry out **MAR chart audits**, spotting and correcting errors immediately.
- Ensure **medications are updated**, removing discontinued medications **without delay**.
- Investigate and **resolve medication errors fast**, ensuring **safety and compliance**.
- Follow the **STOMP approach (Stop Over Medicating People)** to **reduce unnecessary medication use**.
- Transfer **temporary MAR charts onto pharmacy MAR charts** within **three days**, ensuring accuracy.

### **Effective Communication & Collaboration**

- **Be the link** between care teams and external professionals, including:
  - **Social Services** – To ensure proper care coordination.
  - **Occupational Therapists** – To provide service users with the right equipment and adaptations.
  - **District Nurses & GPs** – To maintain **seamless medical care**.
  - **Pharmacies** – To resolve medication issues **quickly and efficiently**.
- **Support hospital discharges**, ensuring **care plans and risk assessments are up to date**.
- Attend **welfare meetings and care plan reviews**, ensuring all **critical documents** are correct.
- Keep **DNR/Respect forms, SALT details, and LPOA documents** up to date **without delays**.

### **Documentation & Compliance**

- Ensure all **spot check reports, event logs, and paperwork** are **completed, submitted, and accurate**.
- Scan, file, and **record all documentation properly**—no missing paperwork.
- Maintain **detailed logs of every action taken during emergency responses**.
- **Ensure audit compliance** through **ongoing checks on care plans and staff performance**.

### **Flexibility & Adaptability**

- **No hesitation, no delays**—be ready to **travel, adapt, and step in wherever needed**.
- **Tackle any challenge**, from sudden schedule changes to unexpected crises.
- **Work closely with management and senior staff** to solve problems and **find solutions fast**.

### **Key Skills & Attributes:**

- **Get-up-and-go attitude**—ready to **face any challenge** at any time.
- **Strong problem-solving skills**—think fast and **act with confidence**.
- **Exceptional communication and teamwork abilities**—supporting staff and service users.
- **Commitment to delivering high-quality care and maintaining CQC compliance**.
- **Adaptability to changing service demands**—last-minute shifts, urgent calls, no problem!
- **Ambition to progress in the care industry**, aiming for **senior leadership roles**.

### **Requirements:**

- **Minimum of 2 years' experience in care work**.
- **Level 3 Diploma in Health and Social Care or willing to complete**.
- **Full UK driving license and access to a vehicle**.
- **Availability for flexible working hours**, including **weekends and on-call duties**.
- **Ability to travel across Norfolk and Suffolk**—being on the move is **part of the job**.

### **Career Progression & Benefits:**

- **Opportunities to advance** into a **Senior Coordinator or Managerial position**.
- **Training and support** to achieve a **Level 3 qualification**.
- **Hands-on leadership experience**, preparing you for **senior roles**.
- **Becoming a key player** in shaping **high-quality care services**.
- **A dynamic and supportive team environment**, where no two days are ever the same.