



# Leader in adult care

## LEADER IN ADULT CARE

**Reference Number: ST0008**

### Details of standard

#### Occupations: Leader in Adult Care

#### **Role Profile (what the successful candidate should be able to do at the end of the Apprenticeship)**

The Leader in Adult Care will guide and inspire teams to make positive differences to someone's life when they are faced with physical, practical, social, emotional, psychological or intellectual challenges. They will be a leader of the care team and will develop and implement a values-based culture at a service or unit level. They may be responsible for business development, financial control, organisational resilience and continuity as well as for managing risk and leading on organisational change.

A **Leader in Adult Care** has responsibility for managing community or residential based services. This role has a large element of leadership, whether with other care workers and networks or in leading the service itself. A successful apprentice will have met all the requirements. They have a responsibility to ensure the service is safe, effective, caring, responsive to people's needs and well-led. They may be a registered manager of a service, unit, deputy or assistant manager. They will be responsible for ensuring regulatory compliance of the care given and the values and training of staff with established standards and regulations.

These are the personal attributes and behaviours expected of all Leaders in Adult Care carrying out their roles:

- Care – is caring consistently and enough about individuals to make a positive difference to their lives
- Compassion – is delivering care and support with kindness, consideration, dignity, empathy and respect
- Courage – is doing the right thing for people and speaking up if the individual they support is at risk
- Communication – good communication is central to successful caring relationships and effective team working
- Competence – is applying knowledge and skills to provide high quality care and support

- Commitment – to improving the experience of people who need care and support ensuring it is person centred

Leaders in Adult Care may work in residential or nursing homes, domiciliary care, community day centres, a person's own home or some clinical healthcare settings. The role of Leader in Adult Care in this standard also covers Personal Assistants who operate in a management role but they may only work directly for one individual who needs support and/or care services.

**Typical job titles** include registered, assistant, deputy, unit or service manager.

Knowledge	What the Leader in Adult Care on completion must know and understand:
<b>Tasks and responsibilities</b>	<ul style="list-style-type: none"> <li>• Statutory frameworks, standards, guidance and Codes of Practice which underpin practice in relation to the safe delivery of services</li> <li>• Systems and processes needed to ensure compliance with regulations and organisational policies and procedures including health and safety and risk management</li> <li>• Principles of risk management, assessment and outcome based practice</li> <li>• Principles and underpinning theories of change management including approaches, tools and techniques that support the change process</li> <li>• Legislative and regulatory frameworks which inform quality standards</li> <li>• Theories and models that underpin performance and appraisal including disciplinary procedures</li> </ul>
<b>Dignity and human rights</b>	<ul style="list-style-type: none"> <li>• Legislation and policy initiatives on the promotion of diversity, equality and inclusion in services they lead</li> </ul>
<b>Communication</b>	<ul style="list-style-type: none"> <li>• Legal and ethical frameworks in relation to confidentiality and sharing information</li> <li>• Range of tools and strategies to enhance communication including technology</li> </ul>
<b>Safeguarding</b>	<ul style="list-style-type: none"> <li>• Legislation, national and local solutions for the safeguarding of adults and children including reporting requirements</li> <li>• The elements needed to create a culture that supports whistleblowing in the organisation</li> </ul>
<b>Health and wellbeing</b>	<ul style="list-style-type: none"> <li>• Models of monitoring, reporting and responding to changes in health and wellbeing</li> </ul>
<b>Professional development</b>	<ul style="list-style-type: none"> <li>• Principles of professional development</li> <li>• Goals and aspirations that support own professional development and how to access available opportunities</li> <li>• Elements needed to create a culture that values learning, professional development, reflective practice and evidence based practice</li> <li>• Systems and processes necessary to ensure professional development opportunities are identified, planned, sourced, evaluated and recorded for workers</li> </ul>

## **Leadership**

- Theories of management and leadership and their application to adult care
- Features of effective team performance

Skills	What the Leader in Adult Care on completion must be able to do:
<b>Tasks and responsibilities</b>	<ul style="list-style-type: none"> <li>• Develop and apply systems and processes needed to ensure compliance with regulations and organisational policies and procedures</li> <li>• Implement strategies to support others to manage the risks presented when balancing individual rights and professional duty of care</li> <li>• Develop and apply systems and processes that monitor and sustain quality of the service, including assessments, care plans and service delivery</li> <li>• Lead and support others to work in a person centred way and to ensure active participation which enhances the well-being and quality of life of individuals</li> <li>• Encourage and enable both staff and people who access care and support to be involved in the co-production of how the service operates</li> <li>• Manage all resources in delivering complex care and support efficiently and effectively</li> </ul>
<b>Dignity and human rights</b>	<ul style="list-style-type: none"> <li>• Develop and lead implementation of organisational practices to create and sustain a culture that actively champions dignity and respects diversity, inclusion and fairness in the workplace</li> <li>• Develop and lead a culture that values courage in working in ways that may challenge workers' own cultural and belief systems</li> </ul>
<b>Communication</b>	<ul style="list-style-type: none"> <li>• Develop and implement organisational processes to ensure that records and reports are written clearly and concisely and to keep information safe and preserve confidentiality</li> <li>• Translate policy and guidance into understandable information for a range of audiences including people who access care and support, carers and families and other colleagues</li> </ul>
<b>Safeguarding</b>	<ul style="list-style-type: none"> <li>• Implement systems to train and support work colleagues to enable them to recognise and respond to potential signs of abuse and or unsafe practices, following organisational policies and procedures</li> <li>• Monitor and evaluate the effectiveness of organisational policies, systems and processes for safeguarding</li> </ul>
<b>Health and wellbeing</b>	<ul style="list-style-type: none"> <li>• Lead the implementation of policies, procedures and practices to manage health, safety and risk to individuals and others in health and social care to ensure compliance with legislation, standards and guidance</li> <li>• Implement health and safety and risk management policies, procedures and practices to create a culture that values health and well-being in the organisation</li> <li>• Monitor, evaluate and improve health, safety and risk management policies and practices in the service</li> </ul>

**Professional development**

- Apply evaluated research and evidence-based practice in own setting
- Take initiative to research and disseminate current drivers in the adult care landscape
- Embed systems to improve performance of self and/or work colleagues through supervision, reflective practice and learning and development opportunities

**Leadership**

- Show a well-developed sense of their own behaviour and impact on others modelling a values-based culture
- Create a supportive culture that values initiative and innovation and recognises the variety of skills of all within the service, both workers and individuals supported
- Adopt a team approach, recognising contributions of team members and able to lead a team where required

## Qualifications

- Level 5 Diploma in Leadership and Management for Adult Care.
- Apprentices without level 2 English and maths will need to achieve this level prior to completion of their Apprenticeship.
- For those with an education, health and care plan or a legacy statement the apprenticeships English and maths minimum requirement is Entry Level 3 and British Sign Language qualification are an alternative to English qualifications for whom this is their primary language.

## Duration:

Typically 18 months

## Level:

5

## Industry-specific requirements.

Undertake the Disclosure and Barring Service process and provide the result

## Review date:

October 2020

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## Version log

VERSION	CHANGE DETAIL	EARLIEST START DATE	LATEST START DATE
1.1	End point assessment plan revised. Page 6: removal of set in advance for post observation questions.	24/12/2024	Not set
1.0	Approved for delivery	03/02/2020	23/12/2024