



Job Title	Team Lead-Residential Ward	Job Description Date	November 2025
Department/Team	Health & Wellbeing	Reports to	Ward Manager
Context			
<p>Founded in 1682, the Royal Hospital Chelsea is a retirement community for around 300 army veterans, known as the Chelsea Pensioners, drawn from every corner of the United Kingdom. Based in the heart of London, it is a special place defined by community and service.</p> <p>We are looking for people who enjoy working with others and take pride in making a positive difference. You will lead by example and help create a welcoming, inclusive environment for everyone who lives and works here. Our values guide everything we do:</p> <ul style="list-style-type: none"> • Nurture Belonging – bringing people together through comradeship • Respect Individuals – listening carefully and responding with care • Encourage Pride – doing things well and to a high standard • Enjoy Life – sharing warmth, positivity, and the occasional smile <p>As a charity that relies on the generosity of others to support those who live here, every role at the Royal Hospital Chelsea matters. Whatever your position, you will help deliver our vision and contribute to a place people are proud to be part of.</p>			
6. Role Purpose:			
<p>The Team Leader will lead and inspire a culture of continuous improvement, ensuring high-quality, evidence-based care that meets CQC Fundamental Standards. The role focuses on strong leadership, staff development, and effective communication with In-Pensioners, families, and colleagues to uphold the highest standards of care.</p> <p>As part of the MTI management team, the role holder is responsible for overseeing and maintaining the highest standards of care for all pensioners within the Residential wards of Duncan and Nicholson. This includes ensuring their physical, emotional, and social well-being, while managing and coordinating the day-to-day operations of the wards. You will report directly to the Ward Manager, ensuring clear communication and alignment with organisational objectives</p>			
7. Principal Accountabilities: 8-10 outcomes			
Principal Tasks			
Clinical duties			
<ul style="list-style-type: none"> • Demonstrate effective and approachable care leadership to all care staff while ensuring compliance with the Care Quality Commission's Fundamental Standards. • Deliver scheduled group and individual supervisions, clinical team meetings to Senior Care Assistants and Care Assistants, including nurses where applicable. • Provide support to staff in completing "Pensioner of the Day" care plan and risk assessment reviews and conduct spot checks on clinical documentation to ensure accuracy and compliance. • Oversee and support staff with new admissions including assessment and documentation. • Conduct audits and assist the Ward Manager in completing the audit report and actioning any areas of concerns or non-compliance. • Ensure all clinical and non-clinical incidents reported in line with RHC policies and procedures. • Support the Ward Manager in investigating incidents and complaints. In the Ward Manager's absence, deal effectively with concerns/complaints liaising with the Deputy Matron or Matron as appropriate. 			

- Act as a Champion in the MTI for areas such as Medication, Falls and Infection Prevention & Control, providing guidance to ensure best practices are consistently implemented and followed.
- Working with the Clinical Leads, take responsibility for the ordering, receipt, storage, administration and disposal of medication in line with the RHC Medication Policy.
- Ensure all staff maintain accurate electronic care records and comply with policies for updating medication charts, care plans and risk assessments.
- Support the GP during weekly ward rounds and escalate any medical concerns to the Ward Manager, clinical Lead or Duty Matron.
- Where appropriate, participate in multi-disciplinary team meetings ensuring all actions completed in a timely manner.
- Collaborate with the Clinical Training and Audit Assurance Lead in the delivering and completion of training, ensuring all staff are available and attend required training.
- Ensure the appropriate level of consent is gained by all staff on shift before the commencement of treatment or procedure, and In-Pensioner's privacy and dignity is maintained at all times.
- Maintain regular and effective communication with pensioners and their families and participate in "Family Day" events.

Management responsibilities

- Develop training needs assessment and training plans in collaboration with the Clinical Training and Audit Assurance Lead.
- Manage probations and appraisals, hold regular 121s and create development plans to support ongoing development. Manage ongoing performance of staff in line with our policies and procedures.
- Manage staff rotas and maintain safe staffing levels on all Wards, in conjunction with the management team.
- Complete return to work interviews with staff returning from sickness absence and escalate any concerns to Ward Manager and/or HR. Support occupational health referrals and adjustments, monitoring progress.
- Work with the Ward Manager to recruit new members of staff and oversee induction and probation.
- Manage and conduct investigations and complaints in line with RHCs policies and procedures.
- Deputise for Ward Manager as and when required.

MTI general responsibilities

- Complete mandatory training whether on or off site in a timely manner to ensure fully compliance.
- Practice maximum integrity in all dealings with Pensioners' personal and financial affairs.
- Act as safeguarding champion and immediately address any concerns or any inappropriate or unprofessional behaviour in the RHC.
- Undertake such other reasonable duties as requested by the Ward Manager, Deputy Matron or Matron, commensurate with your skills, knowledge and experience.
- Maintain accurate and evidential clinical documentation and comply with information governance requirements

8. Leadership expectations

You are expected to lead by example, demonstrate exemplary care skills, show fairness and transparency. You will be honest with all members of staff, patients and their families and be someone who is caring rather than being someone who merely provides care.

Ideally, you will hold Leadership and Management qualification or be working towards it or will want to embark on a leadership and management development path.

9. Skills Knowledge and Experience

Essential Skills

- Able to develop effective working relationships with both internal and external stakeholders, such as the wider RHC, external professional bodies and IP's families.
- Able to work with clinical record systems, such as Kareinn.
- Exceptional verbal and written communication skills.
- Proven experience of leading and managing teams in a similar working environment.
- Up to date with all mandatory training and hold all care competencies required for the role.
- Flexible and able to reorganise workload and re-prioritise tasks at short notice.
- Flexible and able to work both day and night shifts in line with service requirements.
- Able to operate MS Office including Outlook, Excel, PowerPoint and Word.

Desirable Skills

Advanced IT skills.

Knowledge and Experience:

- Extensive experience of working with elderly patients and those with dementia in a hospital, care or nursing home.
- Able to carry out comprehensive care needs and clinical risk assessments.
- Able to delegate tasks and make sure the Ward runs smoothly.

Competences

- Care Certificate
- Medication Competency
- Falls Prevention Competency

Qualifications:

- NVQ Level 3 in Health and Social Care
- ILM level 3 or above (or equivalent)

Note: All RHC employees are expected to be flexible in undertaking the duties and responsibilities for their role and may be asked to perform other duties, which reasonably correspond to the general character of their role and their level of responsibility.