



HOME OF THE
CHELSEA PENSIONERS

Job Title	Team Lead-Domiciliary Care	Job Description Date	January 2026
Department/Team	Health & Wellbeing	Reports to	Deputy Matron
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>The role holder is responsible for overseeing and maintaining the highest standards of care for all pensioners receiving Domiciliary Care. This includes ensuring their physical, emotional, and social well-being, while managing and coordinating the day-to-day operations of the service. You will report directly to the Deputy Matron, 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 Senior Care Assistants while ensuring compliance with the Care Quality Commission's Fundamental Standards. • Undertake home visits to support the team in meeting pensioners' needs, including providing personal care, administering medication, and assisting in maintaining a clean, tidy, and safe living environment. • Deliver scheduled group and individual supervisions, monthly team meetings. • Provide support to staff in completing care plans and risk assessment reviews and conduct spot checks on clinical documentation to ensure accuracy and compliance. • Triage new referrals and conduct clinical assessment to determine pensioner suitability. 			



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- Conduct monthly audits and assist the Deputy Matron in actioning any areas of concerns or non-compliance.
- Ensure all clinical and non-clinical incidents reported in line with RHC policies and procedures.
- Deal effectively with concerns/complaints liaising with the Deputy Matron or Matron as appropriate.
- Act as a Champion for areas such as Medication, Falls and Infection Prevention & Control, providing guidance to ensure best practices are consistently implemented and followed.
- Take responsibility for the ordering, receipt, storage, administration and disposal of medication in line with the RHC Medication Policy.
- Ensure that Senior Care Assistants maintain accurate electronic care records and comply with policies for updating medication charts, care plans and risk assessments.
- Support the Medical Centre regarding any enquiries about pensioners receiving Domiciliary care and escalate any concerns regarding their health effectively to GP or emergency services.
- Participate in bi-weekly multi-disciplinary and Pensioner Welfare Team meetings ensuring all clinical concerns are addressed and actions completed in a timely manner.
- Collaborate with the Clinical Training and Audit Assurance Lead in the delivering and completion of training, ensuring Domiciliary Care 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 pensioner's privacy and dignity is maintained at all times.
- Maintain regular and effective communication with Pensioners, their families and close friends.
- Take proactive responsibility for safeguarding all Pensioners, recognising and immediately escalating concerns to their health, safety and wellbeing to the appropriate senior member of the DHW team.

Management responsibilities

- Develop training needs assessment and training plans in collaboration with the Clinical Training and Audit Assurance Lead.
- Manage appraisals, hold monthly teams meetings, supervisions and 121s. Manage ongoing performance of staff in line with our policies and procedures.
- Manage staff rotas and maintain safe clinical cover daily, in conjunction with the management team.
- Complete return to work interviews with staff returning from sickness absence and escalate any concerns to Deputy Matron and/or HR.
- Manage and conduct complaints investigation in line with RHC policies and procedures.

MTI general responsibilities

- Maintain full compliance with all mandatory training requirements for self and the team.
- 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 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



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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 Pensioner families.
- Able to work with digital clinical record systems.
- Exceptional verbal and written communication skills.
- Proven experience of 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 reorganize workload and re-prioritize tasks at short notice.
- Flexible and able to adapt changes based on the requirements of the service.
- Able to operate IT systems and MS Office proficiently.

Desirable Skills

Advanced IT skills.

Knowledge and Experience:

- Extensive experience of working with elderly people and those with dementia in a hospital, care home or home care environment.
- 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.