

| Job title      | Care Supervisor (Team Leader)_ |
|----------------|--------------------------------|
| Responsible to | Service Manager                |

## CRITERIA

The criteria in this person specification relates to the corresponding job description and therefore should not be read in isolation.

| ESSENTIAL   | DESIRABLE  |
|---|--|
| PERSONAL QUALITIES  |  |
| Desire to make a positive difference to the lives of others   | Positive and friendly demeanour, with the ability to<br>switch between sociable and quiet depending on<br>client preferences |
| Trustworthy, compassionate, respectful  |  |
| Ability to perform care and/or support duties, work<br>unsupervised, manage time effectively and respect and<br>maintain confidentiality              | Ability to separate the professional and the personal  |
| Ability to focus on high quality services in a challenging sector and deliver under pressure  |  |
| Ability to influence others, encouraging colleagues to reach and maintain high standards of care delivery   |  |
| QUALIFICATIONS & TRAINING   |  |
| SVQ3 in Health & Social Care, and PDA in Supervision, or equivalent   | Recognised training in specific topics/areas involved in high quality provision of homecare                                  |
| Willingness to undertake further training   |  |
| KNOWLEDGE, SKILLS & EXPERIENCE  |  |
| Excellent oral and written English communication skills –<br>to enable safe and effective communication with clients,<br>colleagues and care partners | Experience of co-ordinating personal care plans,<br>undertaking risk assessments, care<br>assessments/reviews                |
| Minimum 12 months experience of paid care work<br>providing services to vulnerable older people, including all  | An understanding of practice development / support & supervision of staff  |
| activities of daily living<br>An excellent understanding of adult protection issues, the  | Previous experience of managing staff at a<br>senior/supervisory level   |
| National Care Standards, the Care Inspectorate regulatory function and the needs and rights of older people   | Experience of providing out of hours or on-call<br>support and/or co-ordinating duties                                       |
| Experience of developing junior staff, including on-the-job training/instruction  |  |
| OTHER   |  |
| Willingness and ability to become a member of PVG scheme for adults   | Member of PVG scheme for adults  |
| Flexible approach to work, with minimal restrictions  | No regular restrictions on availability during normal service hours  |
| Current driving licence   |  |
| Access to a roadworthy vehicle with insurance for work purposes   |  |

Please note that this person specification and the job description to which it relates will be subject to continuing review and development and therefore may change.