

Position: - Field Care Supervisor

Job Title:	Field Care Supervisor
Hours:	Full time
Contract Type:	Permanent/temporary
Salary:	Up to £32,000 depending on qualification and experience
Responsible to:	CQC Quality Manager

Job Description:

We are looking to employ a Field Care Supervisor who will assist the CQC's Quality manager in ensuring that staff are performing safely and up to the required standard. You will also ensure that clients' concerns are passed up to the manager in a timely and effective fashion. You will be responsible for supervising and managing the Care and Support Workers, and ensuring that they are always adhering to the company's high standards. Working closely with the Care Manager and Co-ordinator to plan the service effectively. You will also hold regular team meetings as well as one-to-one meetings with Care Workers to discuss their progress and training

General Main Duties and Responsibilities:

- To undertake domiciliary care risk and manual handling assessments on new clients/service users prior to the provision of a domiciliary care service with regard to the potential risks to service users and workers associated with delivering the package of care, and to ensure that the assessment is updated annually or following any significant change, whichever is sooner.
- For individuals who are self-funding, undertake a care needs assessment appropriate to the level of support requested including risk and manual handling assessment.
- To maintain an effective system in consultation with the Care Planner and Branch Manager for quality assurance management based on the outcomes for service users, in which standards and indicators to be achieved are clearly defined and monitored on a continuous basis, ensuring that all service users and their carers are consulted about the care service including:
 - At least one quality monitoring telephone call to all service users quarterly to monitor the performance of care workers.
 - At least 4 spot checks annually on care workers attending client/service user domiciliary care assignments to monitor the performance of the care workers and the outcome of the care service.
 - Attend Social Services client reviews as required within service specifications.
- To meet domiciliary care workers formally on a one to one basis for the purposes of direct supervision at least quarterly and keep written records on the content and outcome of each meeting. With the consent of a service user, at least one of these meetings to incorporate direct observation of the care worker providing care to the service user with whom they regularly work.
- To meet domiciliary care workers annually to conduct an overall appraisal of their standard of performance identifying training and development needs and keeping written records of the content and outcome of each appraisal.
- To facilitate quarterly team meetings for care workers and to prepare an agenda and maintain minutes from the meetings.
- To assist the Care Planner and Branch Manager with the delivery of a carer assistant's development and training programme to ensure members are able to fulfil and meet the changing needs of clients and service users.
- To assist the Care Planner and Branch Manager within a recruitment programme to build capacity and ensure contingency within the service.
- To participate in an on-call roster providing and co-coordinating cover for unplanned absence to maintain the service.

- Act appropriately in emergency situations, reporting incidents whilst respecting client/service user's sensitivity, privacy and confidentiality and respond to crisis situations effectively by summoning appropriate assistance e.g. GP/District Nurse/Emergency Services.
- To apply good practice and report any/all suspicion of abuse of any kind in accordance with procedure and to understand and respect confidentiality and data protection policy within delivery of services.
- To meet weekly compliance targets agreed with the Care Planner and Branch Manager and produce a weekly log of compliance activity.
- Assist with the on-going review of service provision and change working methods in accordance with agreed strategy.
- To undertake duties appropriate to the scope of the position as may be required from time to time.

Field Care Supervisor

	Essential:	Desirable:
Qualification:	<ul style="list-style-type: none"> • Diploma level 5 in health and social care • Management of Adult Services or • Management of Adult Residential Services • NVQ / Diploma level 3 in Health & Social Care 	<ul style="list-style-type: none"> • Previous supervisory experience • Health and Social Care qualification
Skills, Knowledge, Aptitude & Experience:	<ul style="list-style-type: none"> • Be experienced in providing care to a wide range of Service Users • Experience in domiciliary homecare • Senior Care experience • Be able to deal with potentially stressful, deadline driven situation. • Experience of supervising/ managing others • Smart and professional appearance. • Articulate with the ability to put across ideas succinctly and clearly • Excellent communication skills • Excellent assessment skills • Ability to work on your own initiative • Able to prioritise tasks and manage time effectively. • Good team player • Willingness to embrace change • A commitment to equal opportunities and diversity • Full UK Driving license • Enhanced DBS • Understanding of the Principles of Good Care • Understanding of principles of health and safety and risk assessment • Understanding of and commitment to equality, including practical issues 	
Physical:	<ul style="list-style-type: none"> • Must be able to perform all duties and tasks with reasonable adjustment, 	

	<p>where appropriate, in accordance with the Disability Discrimination Act 1995</p> <ul style="list-style-type: none"> • Ability to undertake manual work and to perform tasks 	
Personal Qualities:	<ul style="list-style-type: none"> • Self-motivated and flexible. • Able to influence and negotiate positive outcomes with the service users and supporting professional bodies • Ability to maintain accurate records • Ability to work under pressure • Good attention to detail and organization skills 	

The setting is committed to safeguarding and promoting the welfare of children and expects all staff to share this commitment. A full-enhanced Disclosure & Barring Service (DBS) and a pre employment health check will be obtained prior employment including satisfactory references checks.

You may contact us at:

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