

WHERE
CAREERS
THRIVE

When potential
is unlocked,
talent *thrives*



West
Northamptonshire
Council

Care Supervisor – Home Care & Residential Care

People Directorate

Thank you for your interest in this role. Our vision at West Northamptonshire Council (WNC) is: 'to make West Northants a great place to live, work, visit and thrive'.

We truly stand by this and work hard every day to make this a reality, and at WNC it's about our people. People who thrive with ambition, bring new ideas, demand better ways of working, care about every detail, and who never shy away from a challenge.

Our culture is a gateway for new experiences. A place to forge new opportunities. To empower you in your career and unite you with like-minded people. When potential is unlocked, talent thrives.



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Purpose and impact:

Promote the reablement and independence of frail older people and people with disabilities through the provision of quality care and support.

Provide care and support that empowers people to make decisions and retain maximum choice and control over their lives.

Accountable to:

This role is accountable to the Team Manager.

Responsibilities:

1. Respond to referrals and undertake social care assessments with customers, advising where necessary on the person's eligibility for services and putting in place ongoing support plans to meet assessed needs.
2. Act as a key worker for an identified group of customers ensuring support arrangements are regularly reviewed liaising with health, housing and social care professionals to ensure their support is effectively coordinated.
3. Assist the registered manager in the recruitment, selection and induction of staff to ensure appropriate competent staff for service.
4. Supervise and appraise a team of staff, identifying training requirements and continued professional development to enable staff to operate more effectively within standards and guidelines.
5. Work flexible hours to include covering early mornings, late evenings, weekends and nights 365 days a year to provide appropriate day to day supervision, ensuring the smooth running of the service. Prioritise and direct the workload of team members accordingly, ensuring any issues are dealt with as they arise and the health, safety and welfare of customers and employees are responded to in line with agreed policies and procedures.
6. Maintain accurate customer records and service records using WNC information systems to enable the monitoring of service delivery against service requirements in line with departmental policy and procedure.
7. Deputise for the registered manager in their absence, including monitoring the quality of the service and taking actions to rectify operational difficulties.
8. Undertake specific lead responsibilities on behalf of the service, for example ordering, monitoring and administering medication to customers, ensuring prescribed drugs are used appropriately and safely in line with relevant policies and procedures and coordinating the training plan for the service delivering local practice based training programmes.
9. Ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons, for example infection control, and to comply with the policies and procedures relating to Health and Safety within WNC.
10. Carry out any other duties which fall within the broad scope and purpose of this job description and which are commensurate with the grade of the post.

11. To maximise personal productivity, minimise duplication and errors; and manage our information efficiently and securely to reduce risk, through effective use of Office 365 and our internal IT systems and applications.
12. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
13. Demonstrate awareness and understanding of other people's behavioural, physical, social and welfare needs and ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

Person specification:

The requirements for the role are outlined below and will be part of the selection process. Each of the criteria listed below will be measured by:

(A) Application Form, (T) Test, (I) Interview, (P) Presentation, (D) Documentation.

Minimum levels of knowledge, skills experience and qualifications required for this job.

| Skills and abilities: | Essential / Desirable | Measured by |
|--|-----------------------|-------------|
| Ability to supervise staff effectively and carry out regular supervisions and appraisals with staff | Essential | A, I |
| Ability to maintain accurate straightforward, clear and concise records | Essential | A, I |
| Good organisational skills, with the ability to work on own initiative and to prioritise own and other's work and to work well under pressure | Essential | A, I |
| Good communication skills sufficient to relate well to a wide range of people and to other agencies | Essential | A, I |
| Ability to follow company and statutory procedures | Essential | A, I |
| Ability to display empathy, kindness, respect and compassion, and to build relationships with those we support and those around them. Positively represent WNC to customers and their families. | Essential | A, I |
| Tolerant, adaptable and flexible | Essential | A, I |
| Diplomatic with a good common sense approach | Essential | A, I |
| Ability to demonstrate awareness and understanding of equal opportunities and other people's behaviour, physical, social and welfare needs | Essential | A, I |
| Able to travel as required | Essential | A, I |
| Ability to work flexible hours e.g. evenings, weekends, bank holidays to meet the needs of the service and its customers | Essential | A, I |
| This is applicable to all roles in WNC that are required to use IT equipment: Demonstrate effective use of Office 365 (incl. Teams, OneDrive, etc.) or willingness to undertake training during the probation period. | Essential | A, I |

| Knowledge: | Essential / Desirable | Measured by |
|--|-----------------------|-------------|
| Knowledge and understanding of National Care Standards | Essential | A, I |

| Relevant experience: | Essential / Desirable | Measured by |
|--|-----------------------|-------------|
| Proven experience and knowledge of the customer group sufficient to lead, direct and train staff | Essential | A, I |
| Previous experience of working in a similar role, or within a social care or nursing environment with older people | Essential | A, I |
| Experience of using a database | Desirable | A, I |

| Education, training and work qualifications: | Essential / Desirable | Measured by |
|--|-----------------------|-------------|
| NVQ/QCF Level 3 in Health and Social Care or the ability to undertake training to this level | Essential | A, I, D |
| Ability to undertake NVQ Level 4 or equivalent qualification in a relevant area | Desirable | A, I |

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates.

Additional pre-employment checks specific to this role include: Enhanced Disclosure and Barring Service check

Day-to-day in the role:

| | | | |
|--|-----------------------------------|-------------------------------|-------|
| Job family & salary band: | Care and Welfare Band 05 | Worker type: | Fixed |
| People management responsibility: | Team of Care & Support Assistants | Budget responsibility: | None |

Current pay scales and other benefits are published on the [Jobs and Careers](#) section of West Northamptonshire Council's internet.

Our organisational values and behaviours

Everything we want to achieve for West Northants depends on having the right people in place and doing the right things and we want all colleagues to THRIVE, both personally and professionally. Our values and our behaviours framework underpin how we work and what partners and customers can expect from us. We want to do our very best for our residents, service users and businesses and for our staff – we want everyone to THRIVE.

| | |
|--------------------------|--|
| T Trust | We are honest, fair, transparent and accountable. We can be trusted to do what we say we will. |
| H High Performing | we get the basics right and what we do, we do well. We manage our business efficiently. |
| R Respect | we respect each other and our customers in a diverse, professional and supportive environment. |
| I Innovate | we encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area. |
| V Value | We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness |
| E Empower | we believe in people, will listen, learn and trust them to make decisions. We help people to realise their ambitions. |

“Valuing colleagues as individuals and encompassing our different perspectives to deliver our collective ambitions. One West inclusive culture.”

Should you require this document in another format or language, please contact: Careers@westnorthants.gov.uk

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Choose a career that offers you a true sense of achievement, fills you with pride and challenges you in a positive way, everyday.

The benefits of a career at WNC include:

- **People** are at the centre of everything we do. Without our people, we wouldn't be able to deliver services to the people in our community.
- **Ambition** runs through everything we do at West Northants Council, we nurture and develop our people's ambition and willingness to succeed, to continually improve the service we provide to the community.
- **Care** is at the heart of West Northants Council, we care in so many ways; seen and unseen, helping our colleagues and community to thrive.
- **Flexibility** is key, we know work-life balance is critical to wellbeing, so we work hard to make sure our benefits package promotes and improves wellbeing; from annual leave, sick pay, family leave and flexible working, financial security offered by a local government pension scheme and life assurance, and discount schemes which make a difference to your day-to-day life, through to employee helplines offering free legal, health, financial and wellbeing advice and support.

We want you to have balance and be happy.

