North Northamptonshire Council

JOB DESCRIPTION

Post: Care Supervisor – Home Care/Residential Care (Grade I)

Reporting to: Team Manager

Job Purpose: 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

MAIN 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 procedure.**

6. **Maintain accurate customer records and service records using company 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 responsibility for ordering, monitoring and administering medication to customers, ensuring prescribed drugs are used appropriately and safely in line with relevant policies and procedures or coordinating the training plan for the service delivering local practice based training programmes.**

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9. **Demonstrate awareness and understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.**

10. **Ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons, and to comply with the policies and procedures relating to health and safety within the company.**

11. **Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.**

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.

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PERSON SPECIFICATION

CARE SUPERVISOR – HOME CARE/RESIDENTIAL CARE (GRADE I)

ATTRIBUTES	ESSENTIAL	DESIRABLE
EDUCATION & QUALIFICATIONS		
Satisfactory clearance of an enhanced Disclosure and Barring Service check	✓	
NVQ Level 3 or equivalent in Social Care or the ability and willingness to undertake training to this level	✓	
Ability and willingness to undertake NVQ Level 4 or equivalent		✓
EXPERIENCE & KNOWLEDGE		
Proven experience and knowledge of the customer group sufficient to lead, direct and train staff	✓	
Knowledge and understanding of National Care Standards	✓	
Previous experience of working in this role, or within a social care or nursing environment with older people	✓	
Experience of using a database		✓
ABILITY & SKILLS		
Basic computer skills in Word, Excel, Internet and email	✓	
Ability to supervise staff effectively and carry out regular supervisions and appraisals with staff	✓	
Ability to maintain accurate records	✓	
Good organisational skills, with the ability to work on own initiative and to prioritise own and other's work and to work under pressure	✓	
Good communication skills sufficient to relate well to a wide range of people and to other agencies	✓	
Ability to follow company and statutory procedures	✓	
Diplomatic with a good common sense approach	✓	
Tolerant, adaptable and flexible	✓	
Able to travel effectively	✓	
Able to work in and develop a team		✓
EQUAL OPPORTUNITIES		
Ability to demonstrate awareness / understanding of equal opportunities and other people's behaviour, physical, social and welfare needs	✓	
Understanding of equality standards and diversity issues and their impact in social care services		✓