



## JOB DESCRIPTION

**Title of Job:** Care Supervisor

**Salary:** HAWC Grade 25

**Hours of Work:** 35 hours per week (9:00 to 17:00 Monday to Friday plus on-call)

**Reports to:** Homecare Registered Manager

### **A Main Purpose and Scope of the Job**

The Care Supervisor will be responsible for the efficient running of the service and making sure that all care plans are delivered accurately at all times. They will be responsible for quality checks, risk assessments and the training and supervision of a team of care workers. The majority of their time will be spent in the field. They will also be required to share responsibility for an emergency on-call service.

### **B Main Tasks and Responsibilities**

1. Implementation of quality control procedures.
2. Carrying out Customer assessments prior to commencement of care service.
3. Attending Customer's first call to introduce the Care Worker to the Customer.
4. To liaise closely with Care Co-ordinator to ensure correct Customer/Care Worker matching for new customers. This may involve attending Care Worker training sessions and meetings in order to select the most suitable Care Worker.
5. When on call, in the event of an existing Care Worker being unable to do any calls, for whatever reason, assigning suitable alternative Care Workers for those calls, until such time as the permanent Care Worker is able to return to work.
6. In extreme circumstances delivering care to customers who otherwise would not receive a visit.
7. To attend Customer care reviews.
8. Carry out spot visits and quality checks on Care Workers in the field
9. To implement all field based training programmes.

10. To ensure that all changes to care schedules are reported, without delay, to the Care Co-ordinators.
11. To maintain all reporting and recording procedures are up to date.
12. To liaise closely with Care Co-ordinators, Care Manager, Customers and Care Workers.
13. To carry out 50% of the on call responsibilities with the Care Co-ordinator.
14. To ensure rigorous adherence to all Hopscotch Care systems.

### **C. General Responsibilities**

1. To keep accurate records adhering to relevant policies regarding confidentiality and information sharing and equal opportunities.
2. Contribute to the sharing of good practice and support continuous improvement throughout Hopscotch.
3. Participate in supervision and appraisal with their line manager. To work with the line manager to review professional development and undertake training as agreed.
4. Contribute through Hopscotch team meetings, training and outreach/events to the development of Hopscotch services
5. Any others duties which are considered commensurate with the post.

NB: It is essential that the supervisor assumes responsibility for the efficient running of the areas.

It is essential that Supervisor spends 50% of their working week in the field, the balance being spent in the office in order to complete their necessary administration. Supervisor should arrange to vary their hours of work in order that they can monitor all care being provided and so that their Care Workers know that they are constantly being monitored.

Although the role of Supervisor's includes a certain amount of "policing" they should be seen to be playing a supportive role by their Care Workers and Customers.

## PERSON SPECIFICATION

	<b>CRITERIA</b>	<b>Essential / Desirable</b>
<b>Qualifications</b>	NVQ Level 3 in Social Care	E
<b>Experience</b>	Experience of service provision in the care profession.	E
	Experience of team supervision and quality control	E
	Experience of Customer/environment assessment or relevant risk assessment qualification or ability to attain such qualifications.	E
	Care management experience.	D
<b>Skills &amp; Abilities</b>	Ability to understand the needs and requirements of customers	E
	Excellent customer care skills and the ability to communicate in a sensitive and effective manner	E
	Ability to plan and prioritise effectively and work on own initiative in a demanding environment	E
	Good administrative skills and computer literacy	E
	Good planning and organisational skills.	E
	Sound understanding of good care principles.	E
	Skills in care planning	E
<b>Key Competencies</b>	To understand and implement quality control procedures.	E
	A first class communicator and team player.	E
	To be able to implement and maintain recording and reporting systems.	E
	To be able to establish and maintain effective working relationships.	E
	To be able to prepare reports as required	E
	To understand and implement Customer assessment, Care Worker-worker introductions, Customer review and Care Worker-worker quality control systems and procedures.	E
	To be able to implement all field based training.	E
	To be able to report and feedback to office staff and Social Workers.	E

	To be able to prioritise and organise own workload effectively.	E
	To have a working knowledge of Health and Safety and other legal factors.	E
<b>Personal Attributes</b>	A commitment to occasional out of hours working in evenings and at weekends.	E