

FIELD CARE SUPERVISOR JOB DESCRIPTION AND PERSON SPECIFICATION

JOB TITLE: Field Care Supervisor
REPORTS TO: Care/Branch Manager
SUMMARY OF POST: Responsible for the efficient running of an area and management/supervision of Care/Support Workers and care provided to Service Users within that area. Implementing Service User needs assessments, care/support plans, risk assessments and reviews

MAIN RESPONSIBILITIES:

- Implementation of quality control procedures and the quality assurance process
- To carry out Service User needs assessments, care/support plans and risk assessments
- Attending Service User’s first call to introduce the Care/Support Worker to the Service User
- To organise and attend Service User reviews, including reviewing and updating of needs assessment, care/support plan and risk assessment documents
- To liaise closely with Care Co-ordinators to ensure correct Service User and Care/Support Worker matching for new Service Users or in instances of holiday/sickness cover
- To assist Care Co-ordinators allocate unassigned calls during office hours as appropriate/required
- To allocate all unassigned calls during on-call hours – where visits can’t be assigned, undertake the visit
- To ensure that all changes to care schedules are reported, without delay, to the Care Co-ordinator
- Undertake on-call duties as directed and record/report all on-call activity to the office
- Undertake field based training to ensure Care/Support Workers are working within their competency level
- To ensure all reporting and recording documents are kept up-to-date
- To liaise closely with colleagues and other care professionals
- To identify, train and develop a suitable deputy as directed
- To assess Care/Support Workers against Skills for Care Common Induction Standards during shadow working sessions

PERSON SPECIFICATION:

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • Willing to work towards NVQ3 • Will to undertake Risk Assessment certificate • Willing to work towards A1/V1 qualifications as appropriate to the business 	<ul style="list-style-type: none"> • NVQ3 • Risk Assessment certificate • A1/V1 qualifications • Experience of field care supervising within the care profession
Experience	<ul style="list-style-type: none"> • Experience of service provision in the care industry • Experience of undertaking Service User needs assessment, care/support 	<ul style="list-style-type: none"> • Understanding of on-call provision • Working knowledge of all Health and Safety requirements • Knowledge of Domiciliary Care,

	<p>plan, risk assessment and review documents</p> <ul style="list-style-type: none"> • Ability to effectively manage and book reviews • Ability to effectively manage annual paperwork review requirements • Understanding of quality control procedures • Understanding of Care/Support Worker and Service User matching • Ability to establish and maintain effective professional working relationships • Working knowledge of Regulatory Frameworks and Regulatory Body Inspection processes and documentation 	<p>Supporting People, Housing Support, Personalisation Agenda, Self Directed Support, Extra Care Housing</p> <ul style="list-style-type: none"> • Working knowledge of services for older people, learning disabilities, mental health, physical disabilities • To be able to implement all field based training
Skills/Attributes	<ul style="list-style-type: none"> • Excellent communication skills • Good planning and organisational skills • Skills in assessment and care planning • Good negotiating skills • Ability to cope with pressure • Ability to cope with change 	<ul style="list-style-type: none"> • Understanding and commitment to empowering services users • Commitment to own professional and personal development
Additional Requirements	<ul style="list-style-type: none"> • This post is subject to an Enhanced CRB • Have full UK Driving Licence 	