

**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:**

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

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