

JOB DESCRIPTION:

Title: Supervisor

Responsible to: Care Manager

Job Description reviewed by: Senior Management Team

Date: 06/09/2017

Job Summary:

To support the organisation in delivering a flexible service to Service Users and other care schemes the Company operates. Promote Way Ahead Care and the services provided to the wider public. Carry out routine and bespoke tasks to ensure the company is compliant in regulatory requirements under the direction of the Care Manager; *(these are only examples and not an exhaustive list)*

Duties and Responsibilities:

- To act as a positive role model for care staff, to be aware of health and safety at all times and ensure a high standard of care delivery
- To undertake risk assessments of the working environment for Service User and Way Ahead Care staff, this includes the care environment and all equipment
- To support care staff and assess/undertake conduct and competency observations within the community. This will include undertaking the relevant feedback, review and investigations to ensure smooth delivery, at the request of the Care Manager or their representative.
- Set up new care packages in line with company and regulatory requirements to ensure they are ready for service delivery
- Assess, reassess and amend Service User risk and care needs assessments where changes have been notified to the office and ensure accurate written records are kept of all situations and filed appropriately
- Undertake alternate weekend on call duties covering 06.30 - 22.30 Saturday and Sunday. (working from home)
- To observe confidentiality of both service user and staff at all times
- To attend regular meetings within the office and care teams.

- To routinely attend service user reviews as requested by the Care Manager.
- Promote a good team working environment and opportunities for service improvement within the care team.
- Support Care manager with investigation, fact finding and document retrieval in the event of any complaints or unsatisfactory service delivery.
- Ensure compliance with policy and working procedures at all times and maintain records up to date.
- Undertake regular training and development and maintain a current knowledge of social care legislation and local services. You must be prepared to adapt your practices and support others to respond to necessary changes in a positive way.
- Undertake duties linked to Way Ahead Care's regulatory requirements as directed by the Care Manager
- To provide cover for the Co-ordination team as and when required
- To provide hands on care delivery for all care services the company operates.

Person Specification –

- An understanding of CQC regulations in relation to domiciliary care.
- Effective communication Skills
- Knowledge of office operating systems
- Experience of working on computers and use of Microsoft software packages.
- A proficient skill based in the workings of Staff Plan Roster
- Ability to be flexible in working approach.
- In depth knowledge of the care and supported living and related issues
- Demonstrate a professional working attitude.
- Demonstrate commitment to Continual Professional Development.
- Ability to handle and resolve recurring problems or seek advice from Care Manager.
- The post holder should hold a relevant Level 3 qualification or be willing to undertake within 6 months of appointment.
- Must be a car driver