

Northumberland County Council

JOB DESCRIPTION

Post Title:	CARE SUPERVISOR	Director/Service		Office Use
Band:	5	Sector RHOP, LD + Children's, Home Care		JE ref: 1154
Responsible to:	Line Manager	Date: May 2010	Lead & Man Induction:	
Job Purpose: In a variety of care settings:				
Supervise, coordinated and assist with the provision of physical, personal and emotional care to service users in order to promote their independence and help them achieve their maximum potential and where applicable meet the regulatory requirements and assist the manager in their responsibilities.				
Resources	Staff	Supervise a shift, or team, of care, domestic and support staff.		
	Finance	Some direct responsibility for financial resources, budget control, stock control and ordering.		
	Physical	Delegated shared responsibility for the site in line with established procedures, careful use of equipment, issuing stock and care of client belongings.		
	Clients	Shared responsibility for Service Users and their belongings		
Duties and key result areas:				
<ol style="list-style-type: none"> 1. Manage staff rotas, allocate work, supervise care, domestic and support staff co-ordinating the work of the team, delegating work appropriately, providing clear guidance and motivating staff to achieve service objectives and quality standards. 2. Deal with contingencies and emergencies, in accordance with established guidelines, in the absence of senior staff. 3. Attend to the needs of service users, maintaining a safe, hygienic and supportive environment, in accordance with the culture, standards and objectives of the service. Where necessary, develop and follow Risk Assessments. 4. Plan, implement and review care plans that are effective in meeting the needs of the individual, liaising with other care staff and services. 5. Act as link worker for nominated service users, ensuring that all interested parties are kept aware of the service user's circumstances. 6. Work collaboratively with team colleagues to develop effective team practice and ensure continuity in accordance with service standards. 7. Prepare and deliver initiatives designed to enable and help service users develop the capacity, skills and strategies to manage their lives and environment. 8. Administer medication in accordance with medical advice and service procedures. 9. Maintain and manage appropriate written records in accordance with procedures. 10. Participate in inter-disciplinary work and represent the service in an official capacity at meetings both within and outside the authority. 11. Contribute to recruitment, induction, act as mentor in the team setting, including student placements and, as a member of the management team, contribute to skills planning within the service. 12. Conduct individual supervision and performance appraisal sessions with nominated staff, observing professional best practice. 13. Assist with the preparation and serving of meals, snacks or beverages, laying and cleaning tables as required by service plans or service managers. 14. Be aware of and comply with relevant legislation. Work within the parameters of County Council/ Northumberland Care Trust Policies, Procedures and Guidance, CQC National Standards and Codes of Conduct. Ensure services are delivered in emergency situations. 15. Monitor financial claims, time-sheets, travel claims and petty expenditure. 16. Participate in Out of Hours Duty Arrangements, Call Outs and 'On Call' Responsibilities, as necessary, to provide a Safe Service delivery. 17. Other duties appropriate to the nature, level and grade of the post. 				
Work Arrangements				

Physical requirements:	Moving and handling service users in accordance with established procedures.
Transport requirements:	Able to meet the transport requirements of the post. .
Working patterns:	Able to meet requirements of service.
Working conditions:	Out of hour duty arrangements, call outs, On call responsibilities, where required

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PERSON SPECIFICATION

POST: CARE SUPERVISOR	SERVICE:	Ref: 1154
Essential	Desirable	Assess by
Qualifications and Knowledge		
A good general education demonstrating literacy and numeracy. NVQ Level 3 in Care.	Technical and/or specialist knowledge relevant to the client group. Expectation to improve Professional skills and experience.	
Experience		
Recent experience of care work with a relevant client group. Experience of team working. Recent experience of working with vulnerable people.	Link working and care planning. Supervising staff and developing rotas. Previous experience supervising others. Experience of conducting staff supervision or appraisals. Ability to organise own work load and to effectively supervise work of others.	
Skills and competencies		
Ability to form appropriate relationships quickly. Able to use word processing, e-mail and internet software on a PC. Focuses upon service users needs. Ability to work and follow individual 'Service User Plans', Risk Assessments. Moving and transferring plans. Able to write detailed clear instructions, case notes and reports. Able to read and quickly gain understanding from detailed and complex documents. Listens, consults others and communicates clearly. Reliable and keeps good time. Understands the need to respect confidentiality, privacy, dignity, independence, choice, rights and fulfilment of service users. Adhere to and maintain Health & Safety of self, staff and others. Understand essential elements of the CQC and knowledge of Risk Processing. Follows policies and procedures, Guidance, CQC Standards and Code of Conduct, whilst keeping to schedules.	Technical and/or specialist skills relevant to the client group.	
Physical, mental and emotional demands		
Periodic requirement to move and handle service users with assistance as appropriate. Ability to work to and follow, Individual Service Users Plans, Risk Assessments and Moving and Transferring Plans. Maintain an awareness of surroundings and service users with some periods of concentrated mental attention and pressures from deadlines, interruptions or conflict. Dealing with service users whose behaviour may challenge the service.		

Motivation		
<p>Committed to the ethics of quality person centred care and the GSCC code of conduct and CQC Standards.</p> <p>Adapts to change by adopting a flexible and cooperative attitude.</p> <p>Works collaboratively to achieve team spirit and meet service users needs.</p> <p>Demonstrates integrity and upholds values and principles.</p> <p>Promotes equal opportunities and anti-oppressive practice in all aspects of work.</p> <p>Demonstrates an interest in and understanding of others.</p> <p>Meeting Service Standards and Cultural Changes within the service.</p>		

Other		
<p>Able to meet the transport requirements of the post.</p> <p>Out of hour duty arrangements, On call responsibilities.</p> <p>Rota covering 7 days.</p> <p>Shifts vary, dependent on service needs and delivery.</p> <p>Able to satisfy ISA and CRB requirements</p>	Driver/car owner	

Key to assessment methods; (a) application form, (c) certificates, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits