

## Job Description

**Job Title:** DOMICILIARY CARE SUPERVISOR AT WATLING COURT **Job Code:** HM03

**Job Holder:** **Department:**

**Position in the organisation:**

Responsible to: Registered Manager

Direct reports: None

Works in conjunction with: Registered Manager, all service users and Caring Companions staff

**Summary of Main responsibilities:**

To work with and oversee the Domiciliary Care Team with key objectives to achieve the highest quality of person-centred care.

To work closely with the Registered Manager in ensuring compliance with the Care Quality Commission's (CQC) Fundamental Standards and Key Lines of Enquiry

**Main Duties and Responsibilities:**

1. Take responsibility for all aspects of care service delivery on the floor with responsibilities to for ensuring compliance with the CQC Fundamental Standards, other relevant legislation and The Caring Companions policies, standards and initiatives.
2. To set goals and objectives for the Care Team that are consistent with personalisation
3. Manage and supervise the Care Team, undertaking spot checks and supervisions in line with The Society's procedures
4. Promote and ensure best practice within the Caring Companions team
5. Support the Registered Manager with the induction of new care staff
6. Attend service user, relative and staff meetings as required. Where necessary being prepared to lead meetings, as determined by the Registered Manager, dealing with feedback and taking responsibility for addressing actions
7. Liaise with other relevant health care professionals as and when needed
8. Liaise with Service users and relatives to deal with complaints in the first instance, and resolve or progress through the Registered Manager and Head Office.
9. Monitor the care team's performance ensuring achievable but challenging standards are set and issues of under-performance are effectively managed.
10. Prepare, agree, evaluate and monitor service users care and support plans
11. Ensure that the service provided is safe, effective, responsive and caring to meet the person centred care needs of the service users
12. Ensure service users integration and inclusion into the community and socialisation within the Extra Care Housing Scheme
13. Undertake risk assessments where necessary, and ensure that staff are aware of the results
14. Provide quality information and encourage service user to become involved in the Extra Care Community
15. Involve Service Users and their sponsors in regular reviews of their care plans.
16. Use judgement to inform the Registered Manager of key issues and progress.
17. Join the team rota for two or three shifts per week (to include alternate weekend working) to ensure policies, standards and ways of working are embedded in day-to-day practice. This may require working occasional night shifts.

18. Join the on-call rota, documenting and managing issues that arise including covering sickness, emergencies etc. Ensuring all matters are dealt with effectively and in a timely manner
19. To take part in creating effective rota's, when needed, ensuring adequate staff establishment is provided to cover the needs of the service users. To include a strong knowledge of rota planning to ensure that each shift has an effective combination of skill set and experience to ensure that service users' needs are met
20. Work with all staff towards agreed policies and standards of care in keeping with the stated beliefs of the Society.
21. Work to promote equality and diversity, and eliminate discrimination for all the Society's service users and staff.
22. To ensure that the post holder takes part in all annual mandatory and statutory training
23. Take part in individual performance reviews as required.
24. Support the Registered Manager.

**No job description can cover every issue that arises within the post, and the post holder may be required to carry out other duties as deemed necessary, commensurate with the principal function of the post and the capability of the post holder.**

## PERSON SPECIFICATION

Job Title: **Domiciliary Care Supervisor**

Competency	Performance Criteria
<b>Professional Practice:</b>	
Modelling best practice	<ul style="list-style-type: none"> <li>• Demonstrate evidence of appropriate qualification to undertake the post</li> <li>• Care experience in the voluntary, public or private sectors</li> <li>• NVQ Level 3 or above</li> <li>• Willing to undertake all mandatory training and any other advanced training</li> </ul>
Regulatory Requirements	<ul style="list-style-type: none"> <li>• Working knowledge of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014, , Adult Protection framework</li> </ul>
Internal Controls	<ul style="list-style-type: none"> <li>• Experience of managing and working within budgets, and using measures of income and expenditure to plan and validate proposals</li> </ul>
Health & Safety	<ul style="list-style-type: none"> <li>• Current knowledge of H&amp;S legislation etc.</li> <li>• Application of H&amp;S practices</li> <li>• Health and Safety risk assessment</li> <li>• Theory and practical moving and handling training</li> </ul>
Information Technology	<ul style="list-style-type: none"> <li>• Intermediate Microsoft Office IT knowledge</li> <li>• Use of IT to facilitate and support improvements to services, good communications and useful Management Information</li> </ul>
<b>Planning &amp; Control:</b>	
Management of staff & teamwork	<ul style="list-style-type: none"> <li>• Ability to build, lead and motivate a team</li> <li>• Manage conflict, disciplinary action etc.</li> <li>• Effective use of staff resources</li> <li>• Manage the development of staff</li> <li>• Manage excellent and below standard performance</li> <li>• Develop a delivery-focussed environment</li> </ul>
Management of diversity	<ul style="list-style-type: none"> <li>• Demonstrate awareness of different values, cultures and needs amongst service users, staff and communities</li> <li>• Recognise and work to meet where possible the diverse and unique needs of each service user</li> </ul>
Influencing Others	<ul style="list-style-type: none"> <li>• Ability to have ideas accepted even in the face of initial opposition</li> <li>• Negotiate effectively, both over points of difference and financially</li> </ul>
Effective communication	<ul style="list-style-type: none"> <li>• Excellent communication skills - both written and verbal</li> <li>• Ability to communicate effectively at all levels within and out of the Society using appropriate styles with different groups, e.g. staff, service users, relatives</li> </ul>
Leadership	<ul style="list-style-type: none"> <li>• Commitment to providing excellence in care services</li> <li>• Effective leadership styles; directive and supportive coaching, training, delegation</li> <li>• Think ahead and plan</li> <li>• Demonstrate a positive attitude towards change</li> <li>• Act as a role model</li> <li>• Good problem solving skills</li> </ul>

Development of Self and Others	<ul style="list-style-type: none"> <li>• Evidence of keeping up to date with related issues</li> <li>• Take on further responsibilities</li> <li>• Undertake relevant training and development</li> <li>• Develop a culture of lifelong learning among staff</li> </ul>
Organisational skills	<ul style="list-style-type: none"> <li>• Strong ability to prioritise</li> <li>• Consistently meet deadlines and advise of any problems early</li> <li>• Ability to function effectively under pressure and in a crisis</li> </ul>
<b>Operational Requirements:</b>	
	<ul style="list-style-type: none"> <li>• Valid full driving licence</li> <li>• Valid vehicle business insurance</li> <li>• Flexible approach to working hours as required</li> </ul>
<b>Personal Attributes:</b>	
Mutual support	<ul style="list-style-type: none"> <li>• Be aware of support needed by others and identify and address any issues at an early stage where possible</li> <li>• Consider how actions could support others</li> <li>• Be prepared to give encouragement and offer assistance or advice when needed</li> </ul>
Communication skills	
Interpersonal sensitivity	
Judgement	

## TRAINING REQUIREMENTS

The duties of the post necessitate the following essential training elements being completed subsequent to employment.

Training Element
<ul style="list-style-type: none"><li>• Induction</li><li>• Emergency First Aid</li><li>• Moving &amp; Handling</li><li>• Adult Protection</li><li>• Equality &amp; Diversity</li><li>• Safe Handling of Medicines</li><li>• Fire Awareness</li><li>• Basic Health &amp; Safety (including COSHH regulations)</li><li>• Infection Control</li><li>• Knowledge of home's specialty, e.g. Dementia Care, Parkinson's Disease</li><li>• Behavior that may challenge</li></ul>