

Northumberland
County
Council
JOB DESCRIPTION

Post Title:	CARE SUPERVISOR	Director/Service	Office Use
Band:	5	Sector: Reablement service/STSS	JE ref: 1154 HRMS ref:
Responsible to:	Line Manager	Date: Feb 2023	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	Supervision of Reablement Workers.	
	Finance	Authorisation of mileage claims and timesheets	
	Physical	Caseload/notes – general IT equipment, monitoring of PPE stock and use of low-level equipment.	
	Clients	To carry out baseline assessments including risk assessments for reablement care plans.	

Duties and key result areas:

1. Manage staff rotas to co-ordinate the work of the team
2. Providing clear guidance and motivating staff to achieve service objectives and quality standards.
3. Deal with contingencies and emergencies, in accordance with established guidelines and recognised policy and procedures, using initiative to make decisions with support and access to senior staff as required.
4. Staff will implement, evaluate and review a range of recommended care plans by working jointly with service users on set goals to enable and promote independence for service users and minimise intervention required, referring on to relevant services/professionals where necessary.
5. Work collaboratively with referring professionals and team colleagues to develop effective team practice and ensure continuity in accordance with service standards.
6. Process confidential information, with care, accuracy and sensitivity in accordance with Organisational and service procedures.
7. Contribute to recruitment, induction, act as mentor in the team setting and support opportunities for student shadowing opportunities including attendance at training forums to deliver 'train the trainer' sessions e.g. medication.
8. Conduct individual supervision and observations and performance appraisal sessions with nominated staff in line with Organisational and service procedures within a single geographical location.
9. Be aware of and comply with relevant legislation. Work within the parameters of County Council Procedures and Guidance, CQC National Standards and Codes of Conduct. Ensure services are delivered in emergency situations in line with business continuity plans with management support readily available.
10. Assess, fit and requisitioning of low-level equipment i.e. Perching stools, Toileting/commode equipment and bed levers including the supplying and safe fitting of pendant alarms (Telecare) with access and support of Therapy staff/Telecare staff for more complex assessments.
11. Communicate and report appropriately to service users, colleagues, and senior staff. Assess and prioritise service user needs in conjunction with relevant senior staff, in order to ensure care plans are effective and objective of the service.
12. Complete appropriate medication documentation as per service clearly defined guidance in a timely manner and in conjunction with appropriate professionals (e.g. GP, District Nurse, pharmacy)
13. Participate in service development and pilot opportunities as appropriate.
14. Other duties appropriate to the nature, level and grade of the post.

Work Arrangements

Physical requirements:	Very occasional moving and handling of 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 using an office and agile base.

Page Break

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PERSON SPECIFICATION

POST: CARE SUPERVISOR	SERVICE:	Ref: 1154
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Essential	Desirable	Assess by
Qualifications and Knowledge		
A good general education demonstrating literacy and numeracy. Good General IT skills 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 workload and to effectively supervise work of others.	
Skills and competencies		
Ability to form positive working relationships with Clients and colleagues. Ability to work and follow clearly defined individual 'Service User Plans' including client, moving and handling and home risk assessments. Able to write detailed clear instructions, case notes and reports including completion of electronic Client baseline assessments. Listens, consults others and communicates clearly following written or verbal instructions. 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. Follows policies and procedures, guidance, CQC Standards and Code of Conduct, whilst keeping to schedules. Able to work unsupervised and as part of a team with Management support readily available when needed.	Technical and/or specialist skills relevant to the client group.	
Physical, mental and emotional demands		

<p>Physically and emotionally capable of discharging the full duties of the post including very occasional requirement to move and handle service users with assistance as appropriate.</p> <p>Maintain an awareness of surroundings and service users with some periods of concentrated mental attention and pressures from deadlines, interruptions or conflict.</p> <p>Dealing with service users with a range of health and social care needs whose behaviour can occasionally challenge the service and staff, and can occasionally include terminally ill and end of life care plans.</p>		
Motivation		
<p>Committed to the ethics of quality person centred care 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 user's needs.</p> <p>Demonstrates integrity and upholds values and principles.</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 with access to a car.</p> <p>Able to satisfy DBS 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