

Job Description- Field Care Supervisor

Reports to: Registered Manager, Location: Bromley and Orpington

Salary: Up to £30,000 p.a. (including On Call Remuneration) + 45 ppm mileage

Hours: Negotiable 35 Hours Per Week, Flexible but typically 7am to 3pm X 4 Days per week + 1pm to 9pm X 1 Day per week (Plus On Call 1 evening per week + 1 Weekend Day alternate weekends)

Job Purpose:

To ensure that clients receive excellent quality care and support in their own homes. The role requires compassion, good communication and organisational skills, and a calm, caring demeanour.

Key Responsibilities & Duties:

Care Planning

- Carry out assessments of client needs and risk assessments prior to each service commencing.
- Create tailored Care plans to meet the clients' care needs and keep these up to date.
- Maintain proper customer care documentation.
- Keep all information about clients and their families secure and confidential.
- Collaborate with the Day to Day Care coordinator to appropriately match care assistants to customers.
- Attend the client's first call to introduce the care worker.
- Report changes to care schedules without delay to the coordinator, client, and care assistant.
- Provide care assistants with appropriate information and guidance to provide care and support effectively and safely as agreed in the care and support plan.
- Ensure Day to Day Care provides safe, effective, timely and high-quality care.

Supervision

- Monitor the performance of care assistants and carry out spot checks at the client's home to ensure the service is being delivered in line with company procedures.
- Conduct face-to-face supervisions with carers.
- Check the quality of care notes and identify any gaps for improvement.
- Investigate matters relating to the quality of the service and implement improvements.

FIELD CARE SUPERVISOR – JOB DESCRIPTION

- To host frequent team meetings with a view to encouraging an atmosphere which promotes and supports a culture of performance and excellence.

Training

- Manage the continuous development and well-being of carers including identifying training needs and organising appropriate training.

On Call

- Participate in the out of hours emergency on-call rota as and when required.

Compliance

- Always apply Day to Day Care policies and procedures and ensure that accidents and incidents are recorded, reported, and acted upon.
- Ensure care and support is provided in line with regulatory requirements and the Mental Capacity Act 2005 in England and Wales.

Person Specification

Suitability

- Full, clean UK driving license and access to a car for work purposes.
- Reside within a 30-minute commute of central Bromley.
- Excellent communication skills, both verbal and written and the ability to establish rapport with customers and care staff.
- Strong relationship-building skills to establish and maintain effective working relationships.
- Strong administrative, planning, and organizational skills.
- Able to work flexibly to meet business needs.
- Ability to remain calm and patient under pressure.

Experience

- NVQ level 3 in Health and Social Care and previous experience in the domiciliary care sector, preferably in a coordinating or supervisory role
- Solid understanding of good care principles and care planning.
- Proficiency in service user needs assessment and care planning.
- Comprehensive understanding and implementation of service user assessment, care worker-worker introductions, service user review, and care worker quality control systems and procedures
- Skilled in implementing field-based training and providing feedback to office staff and Social Workers.
- Working knowledge of Health and Safety regulations.
- Training in health and safety risk assessment.
- Proficient in maintaining recording and reporting systems.
- Experience leading staff and customer meetings.
- Experience leading and participating in training activities, appraisals, and development meetings.
- Ability to mentor new care workers.

Benefits

- 28 days paid holiday.

FIELD CARE SUPERVISOR – JOB DESCRIPTION

- Ongoing training & support
- Flexible work arrangements
- Pension scheme
- Sponsorship for further career development
- Part of a friendly & supportive team
- Paid Mileage (45 pence per mile)