

# Job Description

**Job Title:** Field Care Supervisor

**Location:** Home/Community based

**Hours:** Average of 33.36 hours over 4 days on and 4 days off rota system with shift times being 4 days of 07.00-17.00, and then the next 4 days on being 12.30-22.30 with an unpaid 30 min break included, plus out of hours phone support on a rota basis in your working days.

**Salary:** £26,569 pro rata

## Internal Relationships

- Accountable to the Senior Care Co-ordinator
- Supervision will be provided by the Senior Care Co-ordinator/Registered Care Manager
- Close working team relationship with all other care professionals and other Martlets Care office staff

## Main Purpose of Job:

Our Field Care Supervisors are ambassadors for Martlets Care. They are responsible for booking and completing assessments for new clients, ensuring that reviews are up-to-date, and that each client's package of care is tailored to their needs. They will work with multi-Disciplinary teams regarding support to staff and clients as well as ensuring appropriate equipment is in place.

Field Care Supervisors are responsible for inducting new workers and providing direct training to both new and established Carers, including regular spot checks of care staff to ensure Safe, Caring, Responsive and Effective care is received in line with CQC standards. They will provide flexible care support to cover sickness and holiday cover to clients or starting a new package of care whilst a suitable carer is found, to avoid delay in support starting.

Field Care Supervisors are part of the out of hours On Call support system on a rota basis.

## Main Duties:

### Supervision, management, and leadership

- Inducting new workers and providing direct training in Manual Handling, Basic Life Support and Medication
- Support new carers to achieve the Care Certificate
- Supporting, training, and managing a team of care professionals
- On call phone support for our care workers, and clients (out of office hours) on a rota basis
- Lead by example and support our care professionals in the Community

### **Quality Assurance**

- Carrying out spot checks to monitor the quality of care provided by care workers, documenting this and feeding this back to Senior Care Co-Ordinator/ Registered Care Manager with an action plan as required
- Supporting and monitoring the implementation of quality assurance processes and agency policies and procedures.
- Support carers with Health and Safety in the Community

### **Care and Support**

- Overseeing the delivery of care and support
- Providing direct care as set out within the care workers job description, when care workers are unavailable, supporting new clients with on boarding a service
- Booking and completing client assessments, risk assessments, care planning and reviews, monitor and manage your workload
- Compiling and maintaining accurate records including care plans, medication and financial transactions in line with GDPR requirements
- To complete documentation as instructed by Martlets Care to monitor new and established carers performance
- Support staff to gain their Care Certificate, identifying training needs if required
- To undertake any other reasonable duties as required by Martlets Care

**This job description is for guidance only and may be subject to review and revision as the requirements of the post change**

# Person Specification

<b>Knowledge, Training, and experience required to do the job</b>	
	<b>Essential</b>
<ul style="list-style-type: none"> <li>• Skills in person centred care and completing assessments/writing up care plans</li> <li>• NVQ level 3 or equivalent experience working in a care/health environment</li> <li>• Knowledge of best practise in social care, the essential standards of Quality and Safety, and the regulatory framework</li> </ul>	<ul style="list-style-type: none"> <li>• High standard of computer competency and literacy</li> <li>• Excellent organisation skills and the ability to prioritise and manage unplanned demand at short notice whilst ensuring the needs of the client is met</li> <li>• The ability to develop and maintain effective working relationships both externally and internally. This will involve robust communication channels with effective feedback systems that will foster mutual respect and trust</li> <li>• Ability to work calmly in an environment where there are competing demands and therefore to be able to react appropriately to constantly changing work priorities</li> <li>• Ability to deal with sensitive and confidential materials in a professional manner</li> <li>• Excellent written and verbal communication skills with the ability to communicate effectively</li> <li>• Ability to work collaboratively with staff at all levels</li> <li>• Ability to manage conflicts effectively</li> <li>• Ability to work flexibly, and adapt to change processes confidently, to achieve the aims of the organisation.</li> <li>• Professional adhering to Confidentiality policy</li> <li>• The ability to train a diverse team and be confident in your approach to challenges and bad practise</li> <li>• Be empathetic towards our clients, staff, internal and external colleagues</li> <li>• To be the ambassadors for Martlets Care and behave in a way that supports the values and aims of the organisation</li> </ul>
<b>Communications and Relationships</b>	
	<p>The post holder will communicate on a regular basis with the following:</p> <ul style="list-style-type: none"> <li>✓ Registered Care Manager</li> <li>✓ The Martlets Office Staff</li> <li>✓ Clients</li> <li>✓ Families/Relatives/Carers</li> <li>✓ GPs/District Nurses</li> <li>✓ Multi-disciplinary teams</li> </ul>