

## Field Care Supervisor

<b>Job Title:</b>	Field Care Supervisor
<b>Responsible to:</b>	Field Care Manager
<b>Responsible for:</b>	Care Workers within the defined geographic region

Requirements - Have your Level 3 Diploma in Health or Social Care or working towards, have a sound history of delivering high quality care and a genuine desire to uphold the values that Opieka Ltd stands for.

### **Purpose of the position**

To work within a team to recruit, supervise and grow an effective and efficient home care service within a defined geographic region.

### **Key responsibilities**

1. To ensure the Company portrays a professional image in the field
2. Self-motivated and reliable work ethic
3. To have a fantastic personable and approachable attitude to clients / staff / other professionals
4. To cover care calls (flexibility is a core requirement)
5. To ensure high quality care services are provided to vulnerable people living in their own home
6. To ensure that each client receives the appropriate care package and that continuity of care is a priority
7. To provide telephone support to clients and care staff (in and out of hours while on call).
8. To supervise and deploy teams of Care Workers who provide care and support to vulnerable adults
9. To ensure consistent application of the company's policies, procedures and approved practice and to promote the aims of the Company
10. To ensure all statutory obligations are fully met
11. Have the drive and determination to ensure Opieka Ltd provides outstanding Care
12. Assist/suggest continual improvements for positive outcomes for Clients and Opieka company processes / procedures

### **To assist the Registered Manager/Field Care Manager in auditing the standard of service delivery to clients by:**

- Conducting spot checks and supervisions
- Client satisfaction questionnaires
- Attending review meetings with client / family / local authority / health personnel / other professionals, as required
- Creating and updating client care plans and risk assessments
- Any other administrative procedures / tasks required by their Line Manager / Senior staff

### Specific responsibilities

1. To carry out initial visits and appropriate assessment for all new service users
2. To participate in interviewing, selecting and inducting new Care Workers
3. To work with the Field Care Manager / Registered Manager to identify the most suitable Care Workers for each package and to plan ahead to cover holidays, training and planned absence
4. To carry out Care Worker duties and carry out Care Calls
5. To provide shadowing for new Care Workers and report to the Field Care Manager / Registered Manager when new Care Workers will be ready to work alone
6. To ensure that all Care Workers are capable and confident to carry out their roles by identifying development and training needs. To report any deficits to the Field Care Manager / Registered Manager. To participate in the provision of on the job training
7. To liaise with placement teams/social workers/care managers/other professionals in relation to changes in service user circumstances, condition or needs
8. To carry out service user reviews as required by the National Minimum Standards for Domiciliary Care including annual reassessment including Local Authority reviews and to follow up any key actions
9. To plan and organise rota's for specific geographic areas
10. To provide and record quarterly 'one to one' supervisions for Care Workers in line with the requirements of the National Minimum Standards for Domiciliary Care
11. To organise and facilitate quarterly peer group meetings or group discussions for Care Workers
12. To carry out spot visits to service user's homes whilst Care Workers are in attendance
13. To carry out annual appraisals on all Care Workers
14. To ensure all Care Workers record visits accurately and to a high standard in the daily visit records
15. To report daily to the Field Care Manager / Registered Manager all episodes of sickness and absence of Care Workers
16. To cover short notice absences of Care Workers by reorganising Care Worker teams out of office hours or as a last resort covering the care personally
17. To report to the Field Care Manager / Registered Manager any incidence of late or missed visits
18. To report all comments, complaints and compliments to the Registered Manager as soon as they are received
19. To participate in On Call duties as part of a rota
20. To cooperate with Managers during any investigations
21. To cooperate with and support other geographic teams as required
22. To adhere to all Company policies and procedures at all times

Such other duties as appropriate to the grade and nature of the position as may be reasonably delegated by Senior Managers or Company Directors

Staff Name:

Staff Signature:

Date: