



## JOB DESCRIPTION: SUPERVISOR

### Reports to: Registered Manager

### Purpose of role

To support customers to enjoy the best quality of life that they can in the comfort of their own homes. Compassion, good communication and organisational skills together with a calm and caring manner are vital for this important role in our company.

### Key responsibility

Develop and supervise a team of care workers to provide high quality care that is safe, effective and responsive to each customer's needs and preferences. Support each customer to live their life the way that they choose as far as they are able. Respect customers' choices and promote their dignity and privacy at all times.

### Duties

#### Work well with customers

- Prior to each service commencing, carry out with customers, and / or their chosen representatives, an assessment of what the customer needs and what they would like to achieve from their care and support, together with a risk assessment
- Create and agree a written individually tailored plan of care and support that respects the customer's wishes and promotes their dignity and privacy. Agree appropriate risk control measures to reduce identified risks. Keep care and support plans up to date
- Provide the customer and where appropriate their representatives with information about the service so that they are clear about what to expect and how they can raise any concerns
- Keep all information about customers and their families secure and confidential

#### Work well with staff

- Give care workers appropriate information and guidance to effectively and safely provide care and support as agreed in the care and support plan
- Work with the Orchid Homecare Coordinator to appropriately match care workers to customers. Attend the customer's first call to introduce the care worker. Report changes to care schedules without delay to the coordinator, customer and care worker



- Distribute, collect and monitor MAR charts
- Provide advice, training, supervision and other support to Care Workers and support supervisors as required
- Take part in the out of hours emergency on-call rota as and when required.
- Effectively deal with emergency on-call issues, for example covering calls either directly or indirectly when Care Workers are sick or absent. Record emergency calls and pass the information to appropriate parties
- Arrange and manage staff changeovers and briefings for live in care assignments in the absence of the care manager

### Quality improvement

- Assist with investigations relating to the quality of the service and improvement actions
- Monitor the performance of care workers and carry out quality reviews at the customer's home to make sure the service is being delivered in line with company procedures
- Apply Orchid Homecare policies and procedures at all times and make sure accidents and incidents are recorded, reported and acted upon
- Make sure that care and support is provided in line with regulatory requirements.
- Work effectively with customers, their families and representatives, other social and health care professionals and managers and staff from Orchid Homecare to deliver high quality homecare services

### Work well as part of the Orchid Homecare team

- Take part in staff and customer meetings
- Attend training activities, appraisals and development meetings

This list is not exhaustive and from time to time you may be required to undertake additional duties. We will provide full training in line with regulatory requirements.



## Role specification

We have provided a picture of skills, knowledge and experience required to carry out this role. We will use the essential criteria to select suitable applicants for this post. You should demonstrate, using examples where possible, how you meet the essential criteria.

Essential criteria
<b>Personal attributes</b>
Caring and compassionate towards people in need of care and support
Respect for people suffering from a range of medical conditions with different backgrounds and beliefs to your own, commitment to non-discriminatory care practice
Commitment to respecting the rights of customers at all times and to promoting their privacy, dignity and independence
Self-motivated and keen to learn. Willing to seek guidance when needed and to follow instructions
Excellent time keeper and reliable
Professional, smart appearance
<b>Knowledge and understanding</b>
Good understanding of the needs of people who require care and support at home
Knowledge of effective care and support planning that is centred on the individual needs and wishes of each customer
S/NVQ L3 or equivalent
Knowledge of what confidentiality means in relation to homecare services and why this is important
Good understanding of health and safety matters in relation to homecare services and of the risk assessment process
Sound understanding of the principles of good care practice
<b>Experience and skills</b>



Experience of communicating clearly and building positive working relationships with people who use social care services and social and health care professionals
Ability to support customers with all aspects of their daily living in a manner that respects their dignity, is non-judgmental and promotes their independence, choices and privacy
Experience of care services
Skills in care and risk assessments and writing care and support plans
Ability to plan and organise workloads effectively so that customers receive the services that they expect
Ability to use own initiative and work alone or as part of a team especially in an emergency
Good administrative skills and computer literacy
Ability to lead and manage a team of care workers and provide appropriate support, guidance and training
Ability to maintain clear written records and follow statutory reporting procedures
Ability and willingness to follow Orchid Homecare's policies, procedures and instructions
<b>Additional requirements</b>
Willingness to work flexibly and to keep knowledge and skills up to date
This role will require you to obtain an Enhanced Disclosure from the Disclosure and Barring Service formally known as the Criminal Records Bureau (CRB) Disclosure
Full drivers licence with no more than 6 points and Class 1 business insurance

<b>Desirable criteria</b>
Experience of supervising the delivery of social care services
Previous experience of risk assessment and person centred care and support planning
Knowledge of how to recognise abuse and safeguarding procedures



**Post holder declaration**

I agree to fulfil the duties and responsibilities to the best of my ability within this role.

Name: .....

Signed: ..... Date: .....