

This document is to be used in conjunction with the Job Family generic role profile

Directorate	People
Unit / Team	Provider Services
Job Title	Supervisor
Job Family Role Profile Level	PCD10i
Date	April 2015
NJC Number	1557

Purpose

The supervisor is accountable for the monitoring, delivery and continuous improvement of the quality of the services to high standards by creating an environment in which excellence will flourish.

To ensure the effective maintenance and delivery of all housekeeping services in the establishment.

Support a culture of engaging and supporting staff to deliver care services in a person centred and dignified way.

Key responsibilities

To ensure all routines of the home/establishment are effectively maintained. Promote the highest standard of care practice embracing the ethos of maximising independence, participation and dignity.

Manage the performance of all members of the staff team, encouraging and setting high standards, monitoring performance; and challenging practice and attitudes which fall below expectations to create a positive atmosphere in which residents can thrive.

Act as key worker for service users, co-ordinating all relevant services to each individual or groups and acting as a contact point for relatives, associated carers and relevant agencies.

To conduct formal supervision and annual appraisal reviews for the staff team promoting and a culture of continuous personal development for each individual in the team.

Take an active part in team meetings, providing support to the manager and to share good practice and offer / encourage others to offer ideas to promote the development of the service.

Administer treatments and prescribed medication in accordance with Cumbria Care's policies and procedures.

Safeguard the security and welfare of residents in line with the Safeguarding Policy and the Social Care Council Code of Practice. Ensure all staff understand safeguarding principles and any actions required.

Ensure the delivery of activity programmes to provide participation, interest and stimulation to residents.

Responsible for the correct use of Moving and Handling Equipment ensuring equipment used is within its inspection / maintenance date, the staff are fully trained and using the equipment in line with Cumbria Care training and policy.

Assist in the process of recruitment and selection of staff as required.

To work as part of the management team in contributing to the future planning and development of the service.

Ensure your knowledge and skills are updated regularly in line with Care Quality Commission (CQC) requirements.

Deliver training and/or awareness sessions to team members to meet their Continual Professional Development needs and the requirements of their role

Undertake work at other Cumbria Care establishments within the district/locality to meet service requirements.

Throughout all work activities, promote and demonstrate best practice in accordance with Cumbria Care quality assurance procedures, to ensure compliance with the requirements of the Care Quality Commission (CQC) and other regulatory bodies.

Be alert and attentive throughout the shift in order to respond immediately to the needs of the residents and to give appropriate support to colleagues as required.

You are responsible for your own health and safety and that of other people in the course of your work and must ensure all activity within the home and its environs is undertaken in a safe and proper manner and in accordance with infection control principles and the Health and Safety requirements of the County Council.

To undertake other duties and responsibilities appropriate to the role and as identified by your Line Manager.

Hours of working

You will be required to work at weekends and undertake shifts.

Staff Management Responsibilities

- To conduct formal supervision and annual appraisal reviews for the staff team
- Assist in the process of recruitment and selection of staff as required

Resources Responsible for

- Cleaning materials and equipment
- Financial / money
- Information
- Equipment

Job Working Circumstances

- A. Emotional Demands – Some exposure
- B. Physical Demands – Considerable effort required
- C. Working Conditions – Some disagreeable, unpleasant hazards and considerable adverse exposure.

Person Specification

Post: Supervisor

Responsible to: Registered Manager

	ESSENTIAL	DESIRABLE
Qualifications / Training	<ul style="list-style-type: none"> ▪ QCF Level 3 in Care or equivalent and ▪ GCSE both English & Maths at grades A-C or equivalent ▪ A willingness to be trained as a Manual Handling Key-worker; an infection control lead person, a trainer in dementia care or other lead roles relevant to the post. ▪ Be willing to undertake QCF Level 3 in Care. 	<ul style="list-style-type: none"> ▪ Institute of 1st Line Management (or equivalent) ▪ QCF Level 4 /5– Leadership & Management ▪ Key worker – responsibilities in areas such as – Handling and Moving – Infection Control Environmental health
Knowledge	<ul style="list-style-type: none"> ▪ An understanding of the application and effectiveness of the Key- worker / Link worker roles. ▪ Knowledge and understanding of person centred care plans ▪ A knowledge and understanding of Service Users' Rights to Dignity & Respect ▪ Commitment to Equal Opportunities ▪ An understanding of relevant legislation ▪ An up to date knowledge of current practice. ▪ An understanding of Quality Assurance systems. 	<ul style="list-style-type: none"> ▪ An understanding of managing conflict ▪ Monitor performance
Relevant experience	<ul style="list-style-type: none"> ▪ Experience in team leadership and working effectively as part of a team ▪ Direct experience in supporting vulnerable people ▪ Maintaining accurate records 	<ul style="list-style-type: none"> ▪ Recruitment and selection practice ▪ Budget management ▪ Managing / supervising individuals/teams ▪ Managing performance
Skills and abilities	<ul style="list-style-type: none"> ▪ Good verbal and written communication skills ▪ Ability to use Microsoft Office or equivalent ▪ The ability to identify and respond appropriately to the changing needs of service users ▪ To contribute to effective team working, to develop and continually improve service provision ▪ To be able to act on own initiative. ▪ Ability to motivate and inspire staff ▪ To undertake personal care and associated tasks 	
Personal Circumstances	<ul style="list-style-type: none"> ▪ To demonstrate a flexible approach to working patterns and shifts. 	