

Post Specification

Date	May 2024
Post Group Number	6890
Post Title	Supervisor – Care Services
Job Family	People Care and Development
Job Family Role Profile	PCD10i
Final Grade	11

To be read in conjunction with the job family role profile

Service Area description

Care Services, Adult Social Care. Services include:

Older Adults Residential
Support at Home
Learning Disability and Autism Services
Day Opportunities
Extra Care Housing
Shared Lives

Purpose of this post

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

Key job specific accountabilities

This job and this description is a guide to the level and range of responsibilities the post holder will be expected to undertake initially and it is neither exhaustive nor inclusive and is subject to review periodically to meet changing circumstances and demands.

1. To ensure all routines of the service are effectively maintained. Promote the highest standard of care practice embracing the ethos of maximising independence, participation and dignity.
2. 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.
3. 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.
4. Administer treatments and prescribed medication in accordance with Care Service's policies and procedures.

5. Safeguard the security and welfare of residents/service users in line with the Safeguarding Policy and the Social Care Council Code of Practice. Ensure all staff understand safeguarding principles and any actions required.
6. Throughout all work activities, promote and demonstrate best practice in accordance with Care Service's quality assurance procedures, to ensure compliance with the requirements of the Care Quality Commission (CQC) and other regulatory bodies.
7. 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.

Please note annual targets will be discussed during the appraisal process

Key facts and figures of the post

Budget Responsibilities	<ul style="list-style-type: none"> • N/A
Staff Management Responsibilities	<ul style="list-style-type: none"> • 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. • Deliver training and/or awareness sessions to team members to meet their Continual Professional Development needs and the requirements of their role • Assist in the process of recruitment and selection of staff as required
Other	<ul style="list-style-type: none"> • Cleaning materials and equipment • Financial / money • Information • Equipment

Essential Criteria - Qualifications, knowledge, experience and expertise

- QCF Level 2 in Care or equivalent
- 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.
- 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.
- 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

Disclosure and Barring Service – DBS Checks

- This post requires a DBS check.

<ul style="list-style-type: none"> • The level of check required is: <ul style="list-style-type: none"> ○ DBS Enhanced – Adults 	
Job working circumstances	
Emotional Demands	<ul style="list-style-type: none"> • Exposure to some situations that could be emotionally demanding
Physical Demands	<ul style="list-style-type: none"> • Considerable effort required
Working Conditions	<ul style="list-style-type: none"> • Some disagreeable, unpleasant hazards and considerable adverse exposure
Other Factors	
<ul style="list-style-type: none"> • You will be required to travel to the service where supervisor cover is required within Westmorland and Furness • You will be required to work at weekends and undertake shifts. • Some supervisor shifts are night shifts 	