Assisted Living

DUTY SUPERVISOR

Job Description

JOB TITLE: Duty Supervisor

REPORTING TO: Registered Estates Manager

Job Purpose

The post holder is a member of the Management Team undertaking the evening shifts and providing occasional day time cover for the Registered Estates Manager and Assistant Manager if required and is expected to discharge all duties and responsibilities in such a way as to enhance the quality of Assisted Living residents' lives in retirement. The post holder is accountable to the Estate Manager for the following:

- Undertaking the required Estates Management functions as part of the duty management team.
- Responding to emergency situations.
- Monitoring that staff provide high quality care and support for the residents.
- Producing staff rotas and ensuring they are effectively covered.
- Taking the lead role for a given service area.
- Expected to discharge all duties and responsibilities in such a way as to enhance the quality of Assisted Living residents' lives in retirement.

Key tasks

Staffing:

1. Contribute to leading and supervising staff whilst leading the shift.
2. Induct new staff and contribute to their supervision.
3. Carry out regular audits of staff competency.

Customer Care:

1. Ensure the delivery of an excellent standard of customer service to residents.
2. Ensure appropriate staffing numbers are met, providing direct personal care and support provision where necessary.
3. Maintain necessary records and participate in the residents care planning, goal setting and Resident's reviews
4. Responsible for the safety and well being of the residents and staff on duty.

5. Liaise with other professionals, family, neighbours, volunteers etc as necessary

6. Implement the Medication Policy in relation to the safe storage, handling, recording and disposal of medication.

Estate Management:

1. Ensure the building is clean and well-presented at all times.

2. Ensure fire equipment testing and fire drills are undertaken in accordance with the company policy under the direction of the Estate Manager.

3. Carry out regular call monitoring equipment checks in accordance with company policy under the direction of the Estate Manager.

4. Ensure the Guest Suite is prepared for visitors and cleaned following use, including laundering the bed linen.

General

Work at all times in accordance with the Assisted Living service philosophy.

Undertake other such duties as may be required by the Manager.

May be required to undertake duties in other locations operated by the employer.

You will maintain a professional and hygienic appearance.

You will work in line with the policy on Infection Prevention and Control, according to your role.

Equal Opportunities

Promote and act at all times in accordance with the Company's Equal Opportunities Policy.

Confidentiality

Your attention is drawn to the confidential nature of this post. Disclosures of confidential information or disclosures of any data of a personal nature can result in prosecution for an offence under the Data Protection Act 1984 or an action for civil damages under the same Act in addition to any disciplinary action which might include dismissal.

Health and Safety

It is the duty of every employee, under the provisions contained in the Health & Safety at Work Act 1974, to adhere to the employer's Health and Safety polices and to ensure that they:

1. Take reasonable care of themselves and for others at work.
2. Co-operate with the company, as far as necessary, to enable them carry out their legal duty.
3. Do not to intentionally or recklessly interfere with anything provided (including personal protective equipment) for health and safety reasons or welfare at work.
4. Report any accident or untoward incident, to take appropriate remedial action as appropriate and to report fully to the Registered Estates Manager

A copy of the current Health and Safety Manual will be kept at the development.

Training

The post holder will be expected to attend meetings, training courses and follow-up refresher courses as required.

Please Note

This job profile is not an exhaustive list of duties, but is intended to give a general indication of the range of work undertaken and will vary in detail in the light of changing demands and priorities within the Assisted Living developments. Substantial changes in the range of work undertaken will be carried out in consultation with the post holder.

Person Specification – Duty Supervisor

CRITERIA	ESSENTIAL	DESIRABLE
EXPERIENCE	• At least one years experience in a care and or support role • Good interpersonal skills • Basic IT skills • Experience of providing direct care and support services	• Understanding the needs of older people • Knowledge and understanding of budgets.
FLEXIBILITY	• Available to work during alternate weekends • Attends staff meetings	• Attend social events • Willing to undertake extra shifts
TRAINING & QUALIFICATIONS	• Diploma in Health and Social Care (Adults) for England (QCF) Level 2 or equivalent • To be willing to work towards relevant qualification • Good literacy skills (to be able to produce and read care plans, and complete running daily records and staff rotas)	• Other care-related qualifications for example NVQ Assessors Award • Reasonable level of computer literacy
LEADERSHIP	• Monitoring care delivery • To lead and supervise a team • Ability to deal with emergency situations	
PERSONAL CHARACTERISTICS	• Ability to remain calm under pressure • Caring approach • Reliability • Honesty and respect for confidentiality • Ability to communicate clearly • Ability to work as part of a team • Ability to manage time and prioritise work • Has a ‘can do’ approach to their work	