McCarthy & Stone
Welcome Home.

# Job Description

## Field Care Supervisor

| Department | Reports To | Work Location |
|---|---|---|
| Community | Registered Care Manager | Various |

### Job Purpose:

The Field Care Supervisor works as part of the wider community team, to oversee and deliver personal care, domestic and lifestyle support services to our residents. Working closely with the Registered Care Manager to deliver a high-quality bespoke service to our residents.
This is a mobile field-based role to grow our care service so there is a requirement to travel between our developments.

### Key Responsibilities:

- Recruit, manage and develop a team of Mobile Care Assistants and Mobile Domestic and Lifestyle Support Assistants
- Support the Registered Care Manager in managing a designated geographical area, including staff supervision and Homeowner reviews
- Creating and updating Care plans and Risk Assessments that promote dignity, privacy and positive outcomes
- Ensuring compliance with organisational standards and adhering to CQC regulations
- Adhering to Safeguarding policy and procedures
- Ensure the team are update to date with training that includes, manual handling, first aid and all e learning modules
- Ensure our care services are safe, effective, and of the highest quality
- Collaborate with a multi-disciplined team to maintain effective communication and administration systems
- Monitor and support the Mobile Care & Support Assistants and Mobile Domestic Support & Lifestyle Assistants, conducting competency-based assessments and spot checks
- Undertake administrative tasks and assist in the production of management information
- To cover calls at short notice if care assistants are absent due to sickness or are on annual leave, if required and to work alternate weekends
- Ensure all scheduled visits are clocked in and out, and updated as necessary on the careline live app on your mobile phone
- Maintain work records, e.g. work sheets, and receipts to support travel expenses and mileage claims.
- Attend necessary team meetings as required by your line manager
- Keep up to date with all training and e-learning to support your role
- Travel to various developments as agreed with your line manager
- Observe our resident's well-being and environment and report any problems, hazards, difficulties, or safeguarding concerns immediately to a senior member of staff
- Liaise with other professionals, family, neighbours, volunteers etc as necessary.
- If necessary, respond to emergency situations as required.

- Uses such equipment and substances as are necessary for the completion of tasks ensuring Health and Safety Policies and Procedures are followed at all times.
- You will work in line with the policy on Infection Prevention and Control, according to your role.
- Maintain a professional and hygienic appearance, and use personal protective equipment as required.

## 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 remedial action as appropriate and to report fully to the line manager or necessary external bodies.
A copy of the current Health and Safety Manual will be kept at all developments.

## 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 developments. Substantial changes in the range of work undertaken will be carried out in consultation with the post holder.

## Person Specification:

### Essential:

- Previous experience in a Senior Care or Field Care Supervisor role.
- Must have an NVQ level 2 or equivalent, or higher qualification in Care
- Experience of creating and updating care plans and risk assessments
- An up to date knowledge of CQC regulations and Safeguarding
- Strong communication, organizational, and problem-solving skills.
- Must have a full UK driving licence
- Be available to work alternate weekends, early morning and evening shifts as required.
- Be able to attend training sessions and staff meetings

- Be willing to undertake extra shifts to meet the needs of the service

Personal Characteristics:

- Calm and caring approach
- Honesty and respect for confidentiality
- Reliability
- Ability to manage your own time
- Professional appearance
- Ability to communicate clearly
- Approachable
- Ability to work as part of a team
- A 'can do' approach to work

Health and Safety:

Your Health and Safety responsibilities in relation to you are to:

- Take reasonable care of your own health and safety and that of any person who may be affected by your/ their acts or omissions at work.
- Act in accordance with Company Health and Safety policies and procedures, are trained and competent to carry out work properly and do so,
- Are familiar with, understand and discharge any allocated safety responsibilities,
- Are provided with adequate information, supervision and equipment to allow duties to be undertaken in a safe manner and
- Immediately stop any unsafe activity until adequate measures have been taken to remove the risk or reduce it to as low as possible, seeking advice from H&S qualified staff as appropriate.