



FIELD CARE SUPERVISOR JOB DESCRIPTION AND JOB SPECIFICATION

JOB TITLE: Field Care Supervisor
REPORTS TO: Care Manager
SUMMARY OF POST: Responsible for the efficient running of an area and management/supervision of care workers.

JOB DESCRIPTION

1. Implementation of quality control procedures.
2. Ensuring all calls permanently assigned.
3. Carrying out service user assessments prior to commencement of care service.
4. Attending service user's first call to introduce the care worker to the service user.
5. To liaise closely with care co-ordinators to ensure correct service user/care worker matching for **new** service users. This may involve attending care worker recruitment sessions in order to select the most suitable care worker.
6. For existing service users, in the event of an existing care worker being unable to do any calls, for whatever reason, assigning suitable alternative care workers for those calls, or complete the call(s) personally, until such time as the permanent care worker is able to return to work or an alternative regular care worker is sourced.
7. To attend service user reviews.
8. To implement all field based training programmes.
9. To ensure that all changes to care schedules are reported, without delay, to the care co-ordinators.
10. To maintain all reporting and recording procedures are up to date.
11. To liaise closely with care co-ordinators, care manager, service users and care workers.
12. To identify, recruit, train and develop a suitable deputy.
13. To participate in the on-call responsibilities.
14. To ensure rigorous adherence to all Carewatch systems pertaining to the FCS's.

It is essential that FCS's assume responsibility for the efficient running of their own areas.

It is essential that FCS's spend 90% of their working week in the field, the balance being spent in the office in order to complete their necessary administration.



FCS's should arrange to vary their hours of work in order that they can monitor all care being provided and so that their care workers know that they are constantly being monitored.

Although the role of FCS's includes a certain amount of "policing" they should be seen to be playing a supportive role by their care workers and service users.

JOB SPECIFICATION

Essential

Experience of service provision in the care profession.
Experience of service user needs assessment and care planning.
Training in health and safety risk assessment.
Qualified to NVQ Level 3 or working towards.

Desirable

Experience of field care supervising within the care profession.
A1/V1 Assessor/Verifier qualification.

Key Competencies

1. To understand and implement quality control procedures.
2. To be able to allocate unassigned calls to existing care staff.
3. To be able to implement and maintain recording and reporting systems.
4. To be able to establish and maintain effective working relationships.
5. To be able to prepare reports as required.
6. To understand and implement service user assessment, care worker-worker introductions, service user review and care worker-worker quality control systems and procedures.
7. To be able to liaise effectively with office staff.
8. To be able to implement all field based training.
9. To be able to report and feedback to office staff and Social Workers.
10. To be able to identify, recruit, train and develop a suitable deputy.
11. To be able to share on-call responsibilities with deputy field care supervisor(s).
12. To be able to prioritise and organise own workload effectively.
13. To have a working knowledge of Health and Safety.
14. To mentor new care workers as assigned.
15. To assess care workers against Skills for Care Common Induction Standards



Special Skills and Attributes

- Excellent communication skills.
- Good administrative skills.
- Good planning and organisational skills.
- Sound understanding of good care principles.
- Skills in care planning.
- Ability to cope with pressure.
- Even tempered and patient.
- Ability to cope with change.
- Ability to display empathy and warmth.

Circumstances

- Must have full driving licence.