**About Trinity Homecare Group**

Trinity Homecare Group is a specialist in delivering care in people’s own homes. The group offers introductory care, visiting care and live-in care services ensuring that a wide range of needs and outcomes can be met.

The group was formed with the acquisition of the introductory business and then expanded with several regulated care business acquisitions. These combined brands and services make the group the largest private pay homecare provider in the south of England. The group covers the entire UK with its range of services.

The group prides itself on having the best people, the highest standards and being an innovator in the sector and will continue to strive to improve and lead the market.

**Field Care Supervisor**

The postholder is responsible for the management and support of a group of carers to deliver live in and visiting care to clients and ensure that Trinity Homecare is being promoted in a positive way. As well as being responsible for the compliance of customers within a designated area, the care that is being delivered and of course the carers, by supporting the coordinators and manager.

The postholder is a member of the care deliver team. The team is a fast-moving organisation and requires committed, driven and tenacious team members.

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| **Role Profile** | |
| **Company Name:** | Berkeley Home Health |
| **Job Title:** | Field Care Supervisor |
| **Reporting to:** | Registered Manager |
| **Key Stakeholders:** | Care Manager |
| **Location:** | Bury St Edmonds (East Of England) |
| **Job summary** | |
| As the postholder you will also need to participate in the out-of-hours and emergency on call rota to ensure that the care services provided by Trinity Homecare are safe, effective, responsive, caring and well led.  **Main responsibilities**  To be responsible to the coordinators for the day to day service provision to the Clients by producing detailed work rotas for the Care Workers and providing both written and verbal instructions/guidance to them.   * To record all activity on people planner – including care calls, telephone conversations, emails received, compliance updates. * Ensure that any complaints or safeguarding concerns are escalated to the Manager immediately and all details recorded. * To ensure that telephones are answered promptly and people are spoken to in a polite and respectful manner. * Responsible for the monitoring of the service in the field to ensure that it meets the quality targets of the Company, contractual requirements of the commissioners and the NMS and to keep the Registered Manager informed of the outcomes and issues that are identified. * To visit Service Users and to make reviews of the written Care Plans, examine the written records of medication administration, finance and daily log notes kept by Staff as required by the Registered Manager. * To report to the Registered Manager any financial issues that have an impact on the overall budget. * At the direction of the Registered Manager – to carry out spot checks and Supervision reviews of the Staff’s performance. * To produce reports as required by the Registered Manager.   **Compliance**   * To assist the Registered Manager to implement the monitoring and quality control processes under the Company’s Quality Monitoring Policy. * Generate reports regarding client reviews and reassessments and ensure that these are planned to be completed within the relevant timeframe as set out by the business. * Generate reports regarding carer supervisions/spot checks/competencies/training and ensure that these are planned to be completed within the relevant timeframe as set out by the business. * Monitor staff performance by undertaking supervisions/appraisals/spot checks/Medication and Manual Handling Competencies. * Identify training requirements and ensure all staff undergo all mandatory training and allow for this within their rotas.   Manage poor performance supported by the Manager  **General**   * service by a team of trustworthy, well trained and reliable Care Workers. * Participate in the ‘out of hours’ call rota. * To carry out any other tasks required by the Registered Manager | |

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| Essential functions of the position |
| * Experience in care provision at a level that reflects the responsibilities of the post * Good literacy and numeracy skills * Computer literate * Understanding of legislation concerned with care provision * Administrative experience * Full driving licence * Owner driver * Enhanced DBS |

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| Competencies and qualifications |
| * NVQ 2 * Professional qualification * Experience as a supervisor or senior care worker or other role within a care providing organisation. * Dedication and commitment * Good communication skills and time management * Strong understanding of good care principles * Ability to cope under pressure * Calm and patient * Ability to deal with change or emergencies * Ability to display empathy and understanding * Flexible and reliable |

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| Note |
| This job description is intended to give the post holder an appreciation of the role envisaged for this position and the range of duties undertaken. Specific tasks and objectives will be agreed with the post holder throughout the period of employment. The job description may be varied from time to time by the company to reflect changes in the post holder’s role and/or the needs of the business.  Subject to DBS check and references |

I have read and understood this job description and understand that it is subject to change depending upon business requirements. I understand that due to the nature of this role, I am expected to fulfil any other activities as may be required to ensure the business is fully operational meeting all legal and compliance requirements.

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_