

**Martlets Care**  
**Job Description and Person Specification****Job Description**

<b>Job Title:</b>	<b>Field Care Supervisor</b>
<b>Location:</b>	<b>80% community / 20% office based</b>
<b>Hours:</b>	<b>Flexible 8 hours a day on a rota basis</b> <b>Week 1: Monday to Friday</b> <b>Week 2: Wednesday to Sunday</b> <b>Times will be scheduled between 7am and 10pm dependant on the need of the business</b>  <b>37.5 hours a week plus on call phone support 1 week in 4</b>
<b>Salary:</b>	<b>£23,000 per annum</b>

**Internal Relationships**

- Accountable to the Senior Care Co-ordinator
- Clinical Supervision will be provided by the Senior Care Co-ordinator/ Registered Care Manager
- Close working team relationship with all other care workers and other Martlets Care office staff

**External Relationships**

- Clients
- Families, relatives and carers
- GPs/District Nurses
- Multi-disciplinary teams

**Job Purpose:**

Our Field Supervisors are ambassadors for Martlets Care.

Booking and completing assessments for new clients, ensuring that reviews are up-to-date, and that each client's package of care is tailored to their needs. Working with Multi - Disciplinary teams regarding support and equipment.

Inducting new workers and providing direct training to both new and established carers, regular spot checks of care staff to ensure safe, caring, responsive and effective care is received in line with CQC Kloes. Providing flexible care support to cover sickness and holiday cover to clients in the field or starting a new package of care whilst a suitable carer is found to avoid delay in support starting. Being part of the out of hours On Call support system on a rota basis.

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Job Description and Person Specification****Main Duties:****Supervision, Management and Leadership**

- Inducting new workers and providing direct training in Manual Handling, Basic Life Support and Medication
- Support new carers to achieve the care certificate
- Supporting a team of care workers
- On call phone support (out of office hours) on a rota basis
- Lead by example and support care workers in the Community

**Quality Assurance**

- Carrying out spot checks to monitor the quality of care provided by care workers and feeding this back to Senior Care Co-Ordinator/ Registered Care Manager
- Supporting and monitoring the implementation of quality assurance processes and agency policies and procedures
- Support carers concerns around Health and Safety in the Community

**Care and Support**

- Overseeing the delivery of care and support. Providing direct care as set out within the care workers job description, when care workers are unavailable, supporting new clients with on boarding a service
- Booking and completing client assessments, risk assessments, care planning and reviews, monitor and manage your workload
- Compiling and maintaining accurate records including care plans, medication and financial transactions in line with GDPR requirements
- To complete documentation as instructed by Martlets Care in order to monitor new and established carers performance. Care certificate completion and training needs.
- To undertake any other reasonable duties as required by Martlets Care

**This job description is for guidance only and may be subject to review and revision as the requirements of the post change**

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**Person Specification:**

	Essential	Desirable
<b>1. Experience</b>		
Experience working in a care / health environment		✓
	Essential	Desirable
<b>2. Knowledge &amp; Qualifications</b>		
NVQ Level 3 or equivalent experience working in a care/health environment		✓
Knowledge of best practice in social care, the essential standards of Quality and Safety and the regulatory framework	✓	
	Essential	Desirable
<b>3. Aptitude &amp; Skills</b>		
High standard of computer competency and literacy	✓	
Excellent organisation skills and the ability to prioritise and manage unplanned demand at short notice whilst ensuring the needs of the client is met	✓	
The ability to develop and maintain effective working relationships both externally and internally. This will involve robust communication channels with effective feedback systems that will foster mutual respect and trust	✓	
Ability to work calmly in an environment where there are competing demands and therefore to be able to react appropriately to constantly changing work priorities	✓	
Ability to deal with sensitive and confidential materials in a professional manner	✓	
Excellent written and verbal communication skills with the ability to communicate effectively	✓	
Ability to train a diverse team and be confident in your approach to challenges and bad practice	✓	
Skills in person centred care and completing assessments / writing up care plans		✓
	Essential	Desirable
<b>4. Miscellaneous</b>		
Ability to work collaboratively with staff at all levels	✓	
Ability to manage conflicts effectively	✓	
Ability to work flexibly, and adapt to change processes confidently, to achieve the aims of the organisation	✓	
Professional adhering to Confidentiality policy	✓	
Empathy towards clients, staff, internal and external colleagues	✓	
To be the ambassadors for Martlets Care and behave in a way that supports the values and aims of the organisation	✓	