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| **Job Title:** | **Care Supervisor** |
| **Reports To:** | **General Manager / Deputy Manager** |

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| **Job Summary:** | To manage a small team of Care Assistants and Senior Care Assistants within the Care Services Team. To be responsible for promoting and delivering person-centred care within Signature’s care philosophy, are mindful of each resident’s age, gender, sexuality, ethnicity and spiritual needs.  |

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| **Role Responsibilities:** |
| * Provide direct care to residents supporting and promoting their independence, choice, dignity and overall wellbeing. Care activities will include but not be restricted to the following:
* Ensure that they are aware of and participate in developing Personal Care Plans with the Named Nurse and the resident. Particular attention must be paid to having full awareness of any specialist support needs.
* Care will be provided in line with each resident’s Personal Care Plan. Care Supervisors are expected to understand the implications for the Care Plan and take appropriate action in relation to any changes including linking between MCM sections such as Risk Assessments and the Care Plan’s ADL. This needs to be highlighted and communicated to the relevant Care Manager.
* Provide ongoing support for the residents, their families and the Care Services Team. This includes liaising with the residents and their families to ensure they have supplies of personal clothing and grooming or beauty products that the resident prefers to use. This also includes liaison with the Laundry staff to ensure all clothing is labelled.
* Ensure all equipment is stored in line with the manufacturer’s instructions, and is cleaned and stored appropriately after use. Faults must be reported, with equipment taken out of action to promote resident safety. Contribute to the monthly auditing reviews of equipment.
* Participate in resident activities and events held at the Signature home.
* Following successful completion of competency-based training the Care Supervisor will administer medication in line with Signature’s Medication Policy and professional guidelines. In addition they will be expected to undertake random daily and monthly audits, reconciliations and to manage and co-ordinate the supply of medication ensuring residents are not ‘out of stock’. Manage any discrepancies in line with Signature’s Drug Administration Policy
* Where agreed competency-based training exists, and where an interest is identified, the Care Supervisor will extend clinical competencies and practice to offer comprehensive services for residents, for example, venepuncture, wound care and so on.
* Care Supervisor has a duty of care to respond to and provide support for requests for help, including emergency calls, irrespective of the resident’s care package status or location within the home.
* Closely monitor and report on residents’ daily progress, ensuring all observations and interventions are recorded on MCM. Take action where appropriate and verbally escalate to the Care Manager within an appropriate timescale having gathered the relevant information/evidence. However, where the situation appears urgent it should be escalated to the appropriate Senior Manager immediately.
* **This is not intended as an exhaustive description of duties and responsibilities and may be amended following consultation with the jobholder.**
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| **Person Specification:** |
| **Experience**  | **Essential/Desirable**  | **Assessment**  |
| Previous experience in a care role | E | CV/Application form |
| Minimum of NVQ 2/3 or equivalent. | E | CV/Application form |
| Recognised Medication administration qualification and experience.  | E | CV/Certificates |
| **Knowledge/Skills & Abilities** |  |  |
| Ability to communicate effectively verbally and in writing. | E |  |
| Basic IT literacy | E |  |
| Ability to organise and prioritise tasks and work under pressure | E |  |
| Demonstrable ability in organising, leading, inspiring and influencing a team | E |  |
| Kind and compassionate with the ability to build caring and therapeutic relationships | E |  |
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| Values – I am fully committed to being: * Caring
* Supportive
* Honest
* Respectful
* Accountable
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| Agreement: |
| **Employee Signature:** |  | **Date:** |  |
| **Manager Signature:**  |  | **Date:**  |  |