



Independent  
lives



Job Pack

## Job Description

### Senior Supervisor

<b>Salary:</b>	£26,238.57
<b>Hours:</b>	40 hours per week - various shifts including weekend work and evenings as required  <b>On call hours:</b> Independent Lives Care Service operates an on call system between 6am and 12am. You will be required to be on call between those hours up to two weekends a month.
<b>Type of contract:</b>	Permanent
<b>Location:</b>	Travel required around West Sussex
<b>Reporting to:</b>	Head of Care

#### Purpose of the role

The overall purpose of the role is to ensure the Care Service provides a high-quality, person-centred service to all its users. Our aim is to enable customers to live independently with choice and control in their own home.

Are you passionate about changing the lives of disabled people, people with support needs and carers? Our vision is a fair society where everyone can participate and has the opportunity to fulfil their potential.

This is a rewarding role with an organisation that prioritises a fair, equal and supportive culture.

## Key responsibilities and accountabilities

### 1. Care service Team

- 1.1 To be an active member of the team, working in close collaboration with the care support workers, administrator, care quality officer and registered care manager.
- 1.2 To participate in team meetings and the development of the service.
- 1.3 To represent and promote the Care Service externally, to maintain and enhance its reputation.
- 1.4 To support with the staff induction and mentoring of new care support workers

### 2. Care service delivery

- 2.1 To ensure that care is provided and health & safety guidelines are followed according to all relevant policies, procedures and regulations.
- 2.2 To provide personal care to customers in their own home as identified in the customer care plan.
- 2.3 To provide domestic assistance as identified in the customer care plan, which could include cleaning, food preparation, laundry, shopping, accompanying the customer in the community.
- 2.4 To transport customers to appointments and activities.
- 2.5 To assist with exercises and prescribed plans and follow any medical instructions which apply carefully and consistently.
- 2.6 To organise time and resources based on the individual needs of the customer.
- 2.7 To manage any unanticipated events or unstable situations
- 2.8 To keep accurate and up-to-date notes relating to tasks undertaken in a customer's home.
- 2.9 To inform the office of any changes to a customer's situation or needs which need to be addressed.
- 2.10 To report immediately to the office any illness, accident or non-entry to a customer's home.

### 3. On call duties

- 3.1 To be part of the on call rota a minimum of twice a week

## 4. General

- 4.1 The post holder is expected to work within and actively promote the mission, vision and values of Independent Lives to external stakeholders and staff members, and to comply with all Independent Lives policies and procedures.
- 4.2 Annual objectives will be set for this role which will be used to monitor and evaluate performance within the appraisal system.
- 4.3 To maintain a professional knowledge and competence and attend relevant training as required
- 4.4 Attend team meetings and supervision meetings with line manager
- 4.5 Other tasks within the remit of the job may be required from time to time.
- 4.6 The job description will be kept under review to ensure that it remains up to date.
- 4.7 The jobholder will be consulted about any proposed changes to the role.

## Person Specification

Experience	Essential	Desirable
A minimum one year experience within a domiciliary care setting	V	
Home care techniques including personal care, domestic tasks, food preparation & supporting with eating	V	
Experience of on-call	V	
Ability to work within the safeguarding protocols, ensuring accurate recording and reporting	V	
Ability to communicate effectively at all levels and provide information to people with diverse support needs and abilities	V	
Working knowledge of relevant legislation in care practice		V
Experience and understanding of a care need assessment		V
Experience of dealing with conflict and resolving the matter effectively		V
Values		
Person centered – Willing to adapt approach based on customer need	V	
Innovative – Happy to make suggestions on how to improve the processes	V	
Inclusive - Supportive of equality and diversity with the ability to promote an inclusive service and workplace	V	
Excellence - Strong attention to clarity and detail and maintenance of accurate documentation	V	

<b>Skills, Knowledge &amp; Aptitudes</b>		
Effective time management & able to prioritise workload	V	
Strong understanding of the social model of disability and willing to promote its ethos and principles.	V	
Computer literate with an ability to use web based apps		V
Cultural awareness & sensitivity, empathy towards others	V	
Experience of achieving targets and objectives		V
<b>Qualifications</b>		
NVQ Level 3 in Health and Social Care		V
<b>Other</b>		
Right to work in the UK	V	
Own transport with full valid driving license and business use car insurance	V	
Two work related references	V	
Well presented with a professional manner	V	