

JOB DESCRIPTION

Job Title	Team Supervisor - Day
Department	Care and Rehabilitation Centre
Reports to	Assistant Manager
Responsible for	Support Workers

JOB PURPOSE

To provide the highest standard of person-centred care and support in the residential service for adults with complex disabilities, ensuring that, throughout the 24-hour period, their physical, emotional and social needs are met, and they are treated with respect and dignity.

Under the direction of the Assistant Manager(s) to assist with the day to day operational management of the service, including people management, ensuring compliance with all legislative and organisational standards.

ROLE RESPONSIBILITIES

Supervision

- Lead and plan shifts and support, advise and direct staff on all matters relating to their duties
- Ensure the smooth and consistent running of the service through collaborative working with colleagues and effective communication
- Ensure effective transition between shifts with the correct and timely exchange of information.
- To deputise in the absence of the Assistant Managers and assume 'lead' supervisor status on shift as required
- Provide effective supervision and appraisal to support workers including setting objectives, identifying training needs, monitoring performance and providing constructive feedback.
- To deputise in the absence of the Assistant Managers and assume 'lead' supervisor status on shift as required
- To deal with issues of staff conduct and investigate in line with policy and procedure
- Assist in the induction of staff and deliver training on specialist topics
- Assist and support staff to undertake the keyworker role
- Maintain own training and development record and pursue further development opportunities
- Ensure the support worker team comply with all mandatory and refresher training requirements and are encouraged to further their personal development.

Service Delivery

- Create a caring, safe, responsive and welcoming atmosphere, promoting the rights, safety and welfare of the people using the service
- Ensure that all aspects of personal care and daily living skills are undertaken in accordance with individual support needs, maintaining dignity at all times.
- Ensure that each individual personal support plan is devised and followed, to include identified needs and support, positive risk management and future goals and aspirations

- To order, receive, safely store and administer prescribed medication and assist in the management of an effective system for the safe control and administration of medication in accordance with policy and procedures
- Facilitate and ensure the participation in various recreational, educational and social activities with the residents, both within the home and in the community
- Support residents to establish and maintain good and effective communication partnerships with all relevant parties
- Provide support to residents to ensure that they can budget effectively to meet the costs of their chosen social, educational or leisure activities and keep their money/financial information safe
- Maintain accurate, concise, up to date and timely records and reports as required by the service in electronic and hard copy, whilst maintaining confidentiality as appropriate
- Respond to safeguarding concerns in a timely and appropriate manner

Quality

- Respond to initial complaints, concerns and feedback from residents, families and other stakeholders
- Participate in staff meetings and reviews of the service and contribute to the continuous evaluation and improvement of the service
- To comply with all health and safety/ quality audits outcomes in order to maintain our very high standards of care and support.

General

- Assist in the marketing of the service including enquiries, visits and assessments
- Maintain effective and appropriate communications in the service, organisation and to the wider audience using a variety of media
- Undertake a champion role identified by the Registered Manager

BEING PART OF QEF MEANS

- Actively participating in learning, development and feedback opportunities and cycles as required by QEF's policies and procedures.
- Acting in accordance with relevant legislative and regulatory requirements as may apply from time to time.
- Supporting and encouraging the involvement of volunteers.
- Promoting QEF's Equal Opportunities policy and avoiding any behaviour that either directly or indirectly discriminates against others on the grounds of any protected characteristic.
- Taking Health and Safety duties seriously to ensure your safety and that of your colleagues and our residents and clients.
- Being an active team player and attending team meetings and briefings to which you are invited.
- Being an ambassador of QEF's Values and Behaviours in your approach to your role and to our staff, clients, and residents.

VALUES AND BEHAVIOURS



OTHER DUTIES

- You are expected to perform various tasks as necessitated by your changing role within QEF and the charity's overall business objectives as reasonably requested by your designated manager or the CEO
- You must read and ensure you understand the current versions of QEF's policies and procedures and undertake to act in accordance with them at all times
- You may be required to work at other locations in accordance with the responsibilities and duties of your role
- The above is not an exhaustive list of duties and may be subject to change

PERSON SPECIFICATION

Role **Team Supervisor**

QUALIFICATIONS AND TRAINING	ESSENTIAL	DESIRABLE
NVQ/QCF Level 3 in Health and Social Care or equivalent or working towards Lead Adult Care Apprenticeship	Essential	
Minimum of 1 years' experience of working with people with physical and/or learning disabilities	Essential	
Demonstrable levels of numeracy & literacy equivalent to GCSE (A-C) or NVQ Level 2 (or by test).	Essential	
Experience of supervising staff	Essential	
Full UK driving licence		Desirable
Training Qualification		Desirable
KNOWLEDGE AND SKILLS		
Knowledge and understanding of the needs of adults with a disability	Essential	
Knowledge of regulatory standards	Essential	
Knowledge and understanding of person-centred planning	Essential	
Understanding of the principles of Safeguarding	Essential	
Ability to communicate effectively with a range of people using a variety of methods	Essential	
Ability to plan own work and allocate tasks as required	Essential	
Ability to promote equal opportunities in accordance with QEF policy	Essential	
Ability to build appropriate relationships with residents, families and relevant others	Essential	
Ability to contribute to changes that improves service delivery		Desirable
EXPERIENCE		
Experience of writing person centred support plans and risk assessments	Essential	
Experience of using Microsoft Office applications including Word, Excel and Outlook	Essential	
Experience of using an electronic rota system		Desirable
Experience of managing conflict		Desirable
Experience of supervising individuals and a team, setting objectives and motivating staff	Essential	
PERSONAL ATTRIBUTES		
Ability to work flexible and unsociable hours	Essential	
Ability to remain calm under pressure	Essential	
Ability to use initiative and generate workable solutions	Essential	
Prepared to develop own skills and knowledge	Essential	
Ability to maintain effective working relationships	Essential	
Promotes the organisation positively and works with the values	Essential	