

# Care Service Supervisor

## Who we are and why we need you:

The Evergreen Care Trust, a registered charity, has been operating in Stamford, Bourne and surrounding villages since 2005 and more recently extending into the Deepings area. Evergreen enjoys a good reputation as we have sought to promote healthy ageing, and provide appropriate practical solutions to the needs of local older and vulnerable adults. Our Team of staff and volunteers offer a wide range of both free volunteer services and have for more than a decade provided paid for domestic, laundry and shopping assistance; we consider working together vital and take partnership with statutory and other agencies very seriously.

Our aim is to support people in their own homes with little interventions to help safe guard their independence. We work with our members, their families and carers to promote independent, and purposeful lives and wellbeing. We avoid creating dependency wherever we can. The Trust is about to achieve CQC (Care Quality Commission) registration and is launching two regulated personal care services. We are determined to do this to the highest possible standards and to have each and every member's needs central to our care and efforts.

We are looking for a dynamic, enthusiastic leader who is passionate about good care provision, enjoys working in a supervisory team, leading by example and service and who takes pride in their work. Our Evergreen Carer Services include Home Support, the Wellbeing Warden Service and will also include Florence Care, our personal care service. The Home support service has been operating since the May 2005 offering domestic, laundry and shopping support. Following the conclusion of the Angel Pilot 2015/16 we included 'Pop In' visits to ensure the wellbeing of our members. The Wellbeing Warden service is a new groundbreaking role that has evolved out of the same Pilot programme. Phase 1 - seeks to meet the needs of those we support by enabling them to establish and work towards their own personal wellbeing goals, those who may need a watchful eye, a little assistance and monitoring with meals and fluids and safe management of their prescribed medications. On occasion it has been our experience that a little support in times of crisis, may be needed with personal care also.

There is potential for the Wellbeing Warden service in Phase 2 in partnership with EMAS, NHS 111 and county-based CAS (Community Assessment Service) to provide a crisis support link. This would involve the recruitment, training and rostering of a team of responders equipped to deal with falls, and minor medical emergencies. They will have further training in moving and handling with Manga lifting apparatus, First Aid and crisis support. (This remains at present on the draft board)

Our Care services provide wonderful work and we are looking to you to join a great team of Supervisors nurturing and supporting dedicated, capable and confident front line care service staff. The Home Support service runs Monday to Friday 9am-5pm, Wellbeing Warden service runs from 8am – 6pm and is a 7 day service, Florence Care will in the future be a 7 day service 7am- 10pm.

We need you to:

### Initially

1) Be a part of recruiting the front line care staff, paying close attention to personal values, particularly in relation to our member group, work ethic and willingness to progress and learn. \_\_\_\_\_

2) Inspire and motivate your team of care service workers, bringing out the best in the team and encouraging them to be the best that they can be. Establish Training and personal and professional development records — PDP's (Professional Development Plans) for each of the Care service staff. This combined with your regular support and encouragement through your professional relationship with them, training opportunities and annual appraisal should give you a clear understanding of each team member. <sup>[[L]]</sup><sub>[[SEP]]</sub>

3) To support the Wellbeing team in planning and arranging their rosters with alternate weekend work for the team members. Recording annual and other leave on CARAS, ensuring the team can operate effectively with adequate time given to each call and back up support if and when needed. <sup>[[L]]</sup><sub>[[SEP]]</sub>

4) To respond to referrals for the Home Support, Wellbeing Warden and Florence Care services, working with your supervisory colleagues, in allocating assessments, Care planning, implementation and evaluation of support given with each member, their carers and family; building relationships without compromising Data Protection principles and guidelines and our Confidentiality policy. <sup>[[L]]</sup><sub>[[SEP]]</sub>

### Ongoing

1) Maintain statistics and records to monitor the use of the services, incidents and interventions and prepare reports that provide indicators of growth, appropriateness to need and trends in the changing circumstances of those we serve, their families and carers. <sup>[[L]]</sup><sub>[[SEP]]</sub>

2) Develop best practice in Care planning and exercising the Care process - <sup>[[L]]</sup><sub>[[SEP]]</sub>Assess - Plan - Implement - Evaluate - Assess<sup>[[L]]</sup><sub>[[SEP]]</sub>Encouraging each individual care service worker in the team to exercise their observation skills with this

process in their care delivery maintaining accountability for their service, sound handover, accurate and honest record and report writing. Generally, good communication and team work! [L] [SEP]

3) Promote and market Evergreen Care services with statutory agencies, partner organisations, community groups, local churches and other community centres. [L] [SEP]

4) As a part of the Supervisory team, work together with other management colleagues to build a well integrated and comprehensive range of support and services that are appropriate and responsive to the changing circumstances of those we serve. [L] [SEP]

This job is perfect for you if you are motivated to:

Use your initiative to stay in tune with changes in Health and Social care legislation, CQC regulation, and local changes in need as it presents. [L] [SEP] Take ownership and responsibility for your work, achieving what you set out to do. [L] [SEP] Provide clear guidance, support and instruction for those you supervise and work with

Empathise and show compassion with those you supervise, together with the members, their family and carers we serve. [L] [SEP] Build good working professional relationships, communicating well, exercising discretion and diplomacy.

Commit to personal and professional development and learning, remaining teachable, learning from others.

Qualifications, experience and skills we need you to have:

Have or be in the process of achieving the Care Certificate, Diploma in Health & Social care Levels 2/3 minimum qualification, Line management or supervisory experience, a [L] [SEP] good understanding of current health and social care challenges and best practice. Good IT, phone and interpersonal skills are also required.

A calm disposition under pressure, be able to problem solve and ‘pour oil on troubled waters’, understand the member group, their family and carers, their common concerns and circumstances and special conditions. [L] [SEP]

You should be:

Committed to integrated and interagency working for the benefit of those we serve, organized, and have effective time and planning skills. You will need a clean driving licence and a roadworthy vehicle

Who will you be reporting to and working with:

You will report to the Care Services Coordinator and Registered Care Manager and work with fellow Care service colleagues, Volunteering and Marketing, HR & office Administration, Finance and Health and Safety, the CEO.

#### How you will be rewarded:

The hourly rate is £11.70 and you will be required to cover a regular weekend in collaboration with your supervisory colleagues and will be remunerated for this. You are entitled to 20 days annual leave pro rata plus 8 days paid public holidays. Evergreen will pay into your pension scheme.<sup>[SEP]</sup>

We seek to provide a supportive, fun and safe environment in which to work, and encourage every opportunity for you to develop your own skills and professional goals whilst positively influencing working professionals.

You will be part of an exciting team of committed and passionate staff who strive for the best on behalf of the vulnerable people we serve and support.