



*Blossom Healthcare*  
— SOLUTIONS —

## **Job Description**

**Job Title: Field Care Supervisor**

**Department: Quality Assurance**

**Accountable To: Deputy Quality Assurance Manager & Registered Manager**

### **MAIN DUTIES AND RESPONSIBILITIES**

Ensuring that service users care requirements (care needs) are met whilst maintaining compliance of care standards in accordance with Blossom Healthcare Solutions Group (BHCS) policies and procedures including the ongoing field supervision of support workers.

The day-to-day care support to the BHCS operational network, assisting with the running of the care of service users in their designated area. To ensure that a skilled workforce is in place and they are able to deliver safe quality care to all BHCS service users.

Working as an effective team member by taking responsibility for

- Assessing
- Planning
- Implementing and
- Evaluating the day-to-day care service provided by BHCS to service users with assessed health needs.

### **General Standards**

- To act in a respectful and professional manner at all times.
- To adhere to BHCS policies and procedures and the Commissioning Authority contract specifications.
- To treat with complete confidentiality, all service user information of which you have knowledge of.
- To report any area of concern to the Deputy Quality Assurance Manager or Team Leader and where applicable to the Registered Manager

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## **Operational Management and Business Development**

- To ensure that the service user receives the appropriate care package and that continuity of care is a priority.
- To provide support to clients and care staff and where necessary, to work as a “hands on” carer.
- To assist the Deputy Quality Assurance Manager & Registered Manager in auditing the standard of service delivery to clients by:
  - Conducting carers checks for compliance namely
    - spot checks
    - supervisions
    - appraisals
    - carers team meetings
    - investigations as directed by BHCS senior management to include missed visits, missed medications and carers alleged poor practise
    - competency assessments in particular
      - Moving & Handling of People
      - Medication
      - Donning & Doffing of PPE
      - Any specialist care requirements e.g. stoma care, PEG, Oxygen therapy etc
      - General competency of staff employed by BHCS as carers
    - Conducting Service User Checks for compliance according to BHCS policies and procedures namely
      - Initial Assessments and relevant risk assessments e.g. environmental, moving and handling, medication, writing up of relevant protocols to manage risk etc
      - Drawing up appropriate and relevant care plans for each assessed risk factor
      - Attending service user reviews, welfare checks
    - Attending meetings with client / family / commissioning authority / health personnel as required
    - To ensure the following BHCS care systems are updated with all completed paperwork without delays and ensure line manager sign off.
      - Care planner
      - BHCS Portal
      - BHCS spreadsheets

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- Creating and updating client care plans in accordance with BHCS policies and procedures
- Any other administrative procedures required by the Line Manager
- All patient safety incidents to be escalated as per Company Risk Management Policy & Strategy
- To assist with Risk Management training to all existing Care Workers
- To complete the Risk Assessments and care plans of all domiciliary care packages as well as the Tier 1 & Tier 2 Continuing Healthcare care packages
- To participate on weekly quality assurance meeting with line manager, to discuss challenging packages of care and concerns.
- To liaise weekly or daily as required with the Continuing Healthcare team in the management of all Tier1 & Tier 2 care packages
- To work shift patterns / unsocial hours as per the assessed needs of the care packages however authorisation of any over time will be granted by the Registered Manager through your Line Manager.
- To demonstrate the ability to manage allocated caseload effectively and dealing with unexpected issues fully including customer service, team work, planning and organising
- To supervise staff on community placements ensuring that they provide care in accordance with the Care Plan and that all staff abide by company policies and procedures
- Actively support, research and audit in conjunction with Case Managers, review and update case-managed continuing care plans (Tier 1 & Tier 2 care packages)

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- Organise induction and training courses with carers for Tier 1 & Tier 2 care packages only (within skill set)
- Assist and deliver training for all specialist training needs (within skill set)
- Advise and support the Deputy Quality Assurance Manager with any care service concerns
- Provide a high standard of evidence-based care to service users in line with BHCS Policy & Procedures whilst adhering to contract specifications of the commissioning authority.
- Have day-to-day responsibility for
  - Assessing
  - Planning
  - implementing and evaluating standards of care provided in the community by the BHCS Carers.
- Support the Registered Manager in the service delivery of a quality and safe care service in the community including cover of care provision in exceptional cases.
- Ensure own knowledge, skills and expertise is up to date.
- Ensure new and junior staff are assessed as competent before undertaking enhanced roles e.g. Medication, PEG feeding, (within skill set)
- This job description will be reviewed annually and may be amended after discussion with the post holder.

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## **PERSON SPECIFICATIONS**

### **Qualification and Training**

- GCSE Level qualification or evidence of study to a similar level including English Language
- NVQ Level 2/3 in Business Administration

### **Experience and knowledge**

- At least two years' experience of working within a social care setting
- Experience of planning and delivering targeted activities
- Experience of working with diverse groups of people
- Experience of working within a team
- Knowledge of Data Protection and GDPR policies and procedures

### **Skills and Attributes**

- Good written and spoken English
- Strong interpersonal and people management skills
- Excellent customer service including courtesy, respect, empathy, calmness, patient, tolerant, discreet, and consistent
- Use Initiative to problem solve
- Ability to work independently and as part of a team

### **Organisational Skills**

- Time Management
- Record Keeping
- Ability to Prioritise
- Flexibility
- Ability to handle organisational change
- Proven IT skills including Microsoft Office, Outlook and a good understanding of how to use a data base (Tagtronics Care)

### **Personal Qualities**

- To treat people with dignity and respect
- To put all service users at the heart of what we do
- Compassionate, Hardworking and Enthusiastic
- Ability to pay attention to detail
- To strive for excellence and effectiveness at all times
- Good planning ability
- To improve through continuous learning and motivation

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## **Other Requirements**

- Willingness to uphold the Organisation's values
- Eligible to live and work in the UK
- Hold a full, valid UK driving licence to use for business purposes (unless you have a disability as defined by the Equality Act 2010)
- Understanding of social care requirements and concerns that may arise
- Basic understanding of Safeguarding policies and procedures
- Basic understanding the Health and Social Care Act 2008 regulated activities (2014 Regulations).
- To maintain confidentiality always as stated in the organisation's confidentiality policy
- Ability to undertake any other duties as required by Management from time to time.

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