

Community Senior Supervisor Job Description

Job title: Community Senior Supervisor

Responsible to: Service Manager

Responsible for: A designated cohort of service colleagues

Our Values

Seeing the opportunities to make positive differences

Valuing and celebrating individuality and diversity

Supporting rights, needs choices and dreams

Being responsible, sustainable and innovative in our work

Job Summary

To take responsibility, under the Service Manager direction for allocated aspects of the day to day running of a small branch of the service which has been allocated to you in order to achieve an industry leading standard. Promote an environment, which provides the People we Support with specialised personal care achieved through a process of individual consultation, and ensure that standards are delivered and maintained through the effective management of colleagues and achievement of agreed care, quality, safeguarding and financial targets.

Key Responsibilities

Leadership

- To provide leadership and effective performance management for all colleagues employed in the branch of the service you are responsible for, promoting an environment that supports dignity and respect
- To support the Service Manager to lead colleagues in the branch of the service you are responsible to develop the service, increase performance and improving quality standards through dissemination of organisational strategic outcomes.
- To have a good understanding of the Service Development Plan and support the Service Manager to deliver objectives.
- Maintain an awareness of changes in the care environment and take responsibility for leading colleagues through the necessary changes to develop the service.
- To support with the delivery of service

Colleagues

- To Support with induction, retention and development of all colleagues, within the branch of your service in accordance with legislation and company guidelines.
- To support the Service Manager to identify appropriate numbers and skills mix of colleagues to meet the requirements of the service
- To support the Service Manager to ensure systems for providing effective supervision for the colleagues allocated to you are in place and maintained.
- Provide supervision and leadership development to the members of the team allocated to you
- Ensure there is effective communication and dissemination of information on a frequent and regular basis using various methods to all colleagues.

Business

- Follow WCL Financial Procedures and be environmentally responsible in accordance with the organisations green policy
- Support the Service Manager to achieve agreed financial targets by maintaining required level of income through occupancy and ensuring the most efficient and effective management of resources.
- Support the Service Manager to ensure that the service complies with contract agreements and requirements.

The People We Support

- Contribute to the promote a caring environment that is delivered according to the latest guidelines, best practice, legislative and regulatory requirements.
- Contribute to effective methods of communication with all stakeholders
- Ensure that high standards of care delivery are maintained at all times and that clinical and care needs of the people we support are appropriately met through effective care planning and access to external health professionals
- Ensure that the views and preferences of the people we support and visitors are sought and shared with the Service Manager
- Ensure that a high level of satisfaction with the service is achieved and maintained (the people we support, relatives, colleagues and commissioners).
- To support the Service Manager to manage complaints and concerns appropriately and effectively in accordance with WCL policy.
- Contribute to monitoring arrangements to ensure on-going compliance and adherence to service contracts
- Maintain excellent relationships with relatives, residents and external agencies to build and maintain a positive reputation in the local community.
- Understand and implement Safeguarding Vulnerable Adults policies and procedures.

Safeguarding

- To complete training on Safeguarding of Vulnerable Adults and the Mental Capacity Act and be able to understand and implement SVA and MCA policies and procedures taking responsibility for reporting safeguarding concerns to the senior person on duty or on-call Manager/Deputy CEO

Health and Safety

As an employee of Warrington Community Living, the post holder has a duty under the Health and Safety at Work Act 1974, to;

- Take reasonable care of the health and safety of themselves and all other persons who may be affected by their acts or omissions at work.
- Co-operate with their employer to ensure compliance with Health and Safety legislation and the Health and Safety policies and procedures of the organisation. Not intentionally or recklessly interfere with or misuse, anything provided in the interests of health, safety, or welfare in pursuance of any relevant statutory provisions.
- To support the Service Manager to ensure that adequate measures are taken to protect the health and safety of all staff including the maintenance and upkeep of a safe environment.

Data Protection

- Respect the confidentiality of information in line with the requirements of the Data Protection Act 2018 and the organisations ISO27001 accreditation. This includes, if required to do so, obtain, process and/or use information held on a computer in a fair and lawful way, to hold data only for the specified registered purposes and to use or disclose data only to authorised persons or organisations as instructed.
- This list of duties and responsibilities is by not exhaustive and the post holder may be required to undertake other relevant and appropriate duties as reasonably required.
- This job description is subject to regular review and appropriate modification.