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| **Job Description** | |
| **Post title** | **Operational Supervisor** |
| **JE Reference No** | **N7524** |
| **Grade** | **Grade 8** |
| **Service** | **ADULT AND HEALTH SERVICES** |
| **Service Area** | **ADULT CARE, IN HOUSE PROVIDER** |
| **Reporting to** | This post is based in Adult Care, within the County Durham Care & Support Service (In House Provider).  County Durham Care & Support, on behalf of the Adults Service, provides a community care and support service. The service is registered with the Care Quality Commission to provide care and support to individuals living in their own homes.  The Supervisor is accountable to the Service Manager. |
| **Location** | Your normal place of work will be one of the Extra Care Schemes, but you may be required to work at any Council workplace within County Durham. |
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| **DBS** | This post **is** subject to an **enhanced disclosure**. |
| **Flexitime** | This post **is** eligible for flexitime. |
| **Politically restricted** | This post **is not** designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |
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| **Description of role** |

The key aim of the service is the promotion of independence enabling the service user to remain in their own home for as long as possible.

To assist in the management provision of a responsive, high quality, specialist, flexible, cost effective service in accordance with the relevant County Council regulations and requirements of the Essential Care Standards under the Care Standards Act 2000 and the requirements of the Care Quality Commission.

To assist with the co-ordination and day to day running of the service, by supervising, leading, training, motivating and working alongside staff, ensuring that service users receive the highest standard of care.

To work in partnership with other professionals and agencies ensuring good customer care at all times.

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| **Duties and responsibilities** |

Listed below are the responsibilities this role will be primarily responsible for:

* All staff have an important role to play in achieving the mission, aims and objectives of the Adults service within Durham County Council.
* All staff are responsible for the quality of their own work and for the operation of the relevant parts of the quality system. This will involve operating the appropriate quality procedures applicable to the job, to ensure that all service users have their needs and expectations identified and fulfilled.
* It is expected that all members of staff will participate in appropriate staff development activities, aimed at maximising staff potential for the individual’s benefit and in ensuring continuous improvement in the quality of services provided.
* All members of staff are expected to manage and develop their role and responsibilities so as to focus on improving our service to service users. The individual should represent and promote the organisation at any opportunity.
* Working flexibly, efficiently and in full co-operation with other staff within a team and other partners, to maintain the highest professional standards. Undertaking such other duties and responsibilities as are required to provide the service expected from the organisation.
* The department is committed to equality of opportunity for staff and service users. It is expected that all staff apply equal opportunity and anti oppressive and anti-discriminator principles within their role.
* Adhere to DCC’s Policies and Procedures
* Ensure best use of resources
* Organise and allocate staff resources to meet the needs of the service users in accordance

with the service plan. This will include rota management.

* To monitor quality of service provision and report any concerns to your line manager.
* Contribute to the Attendance Management Process
* Organise, lead and record staff meetings
* To ensure professional boundaries are maintained
* To ensure the promotion of independence and the encouragement and motivation of service users to regain/retain skills and confidence in daily living activities.
* To monitor workload and rota management to ensure capacity to meet the needs of the service user safely.
* To contribute to the assessment and reviewing process and monitor outcomes for service users to maximise independence.

* To contribute to the development and implementation of service user Support/Goal Plans and Risk Assessments with individual Service Users
* Work with families and other professionals to support Service Users
* Foster people’s equality diversity and rights.
* Promote effective communication and relationships.
* Promote, monitor and maintain Health and Safety and Security in the workplace.
* Contribute to the protection of individuals from abuse and follow Safeguarding Adults Procedures.
* Promote communication with individuals where there are communication differences.
* To monitor the quality of service delivery and feedback any areas of change, concerns or

improvements to management.

* To monitor and review Health & Safety Risk Assessments.
* To ensure that all documentation relating to service delivery is accurate, legible and current.
* This job description gives a statement of the general purpose of the job and provides an outline of the duties and responsibilities involved. It is not intended to be comprehensive and it does not constitute a contract of employment.

The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by the Head of Service.

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information and follow the council’s policies and procedures in relation to data protection and security of information.

* **Climate Change**

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

*The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.*

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| Person specification | | |
|  | Essential | Desirable |
| Qualifications | NVQ Level 3 in Health and Social Care or equivalent or a nursing/social care qualification | . NVQ Level 4 Care Awards. |
| Experience | Substantial and relevant experience within a care environment.  Supervisory/management experience |  |
| Skills & Knowledge | Leadership and Management skills  Able to organise working arrangements and people  Numeracy and Literacy  Able to react promptly to difficult situations  Able to respond flexibly according to work requirements  Administration and IT skills  Knowledge of Health & Safety issues  Ability to recognise changes in service user need  Able to work as part of a team  Excellent communication, organisational and problem solving skills  Ability to keep accurate, legible and current records  Able to work on own initiative  Rota management  Able to manage difficult/challenging situations  Able to respond flexibly according to work requirements  Effective time management skills  Able to promote independence  Ability to motivate and negotiate  Excellent listening skills |  |
| Personal Qualities | Encourage involvement of users of their services in all processes;  Listen actively to feedback from users of their service;  Keep information secure and confidential;  Plan the use of their resources; carefully to allocate them effectively.  Physically capable of Moving and Handling  Sensitive to the needs of individuals  Commitment to Quality  Customer focused approach  Commitment to ongoing training  Willingness to travel within Area / Branch |  |