

CCS Job Specification



Responsible for: Support Workers (SWs) within defined localities

Responsible to: Service Managers

Role purpose: To provide high quality services that fully meet the needs of service users, families and clients through closely supporting, monitoring and supervising Support Workers to ensure they successfully deliver care services to required standards

Tasks & Duties

Customer Service and understanding Service User needs

- Undertake assessment of Service User needs and undertake risk assessments
- Establish, and maintain, good channels of communication with key stakeholders, e.g. local authorities, social workers, families, service users
- Conduct regular [insert timeframe here] reviews with Service Users and / or families, clients and Social Workers
- Ensure relevant steps are taken to monitor and measure customer satisfaction on a regular basis, including: courtesy calls to service users and spot checks
- Meet new Service Users / family and give out relevant welcome information and introduce staff to new service users
- Undertake significant incident reporting and relevant follow-up (incl. complaint handling)
- Ensure appropriate protocols are in place for SWs to utilise with individual Service Users
- Produce risk management plans (including special RAs, e.g. manual handling)
- To work in partnership with other internal ILS departments to ensure high quality service delivery to service users

Recruitment and induction

- Work collaboratively with Schedulers to identify recruitment and resourcing needs within team
- Responsibility for interviewing, selecting and recruiting new SWs to team
- Meet new starters during induction process and ensure regular contact is maintained with new starters

Learning and development

- Assess, monitor and plan the development & training for SWs
- Undertake coaching and mentoring of SWs where necessary
- Identifying your own personal development needs and take ownership of own development

Team Management

- Undertake supervisions of each SW within the locality on at least a quarterly basis
- Conduct performance management processes for SWs (including performance reviews and absence management procedures)
- Conduct regular team meetings (at least on a monthly basis) and for post-meeting administration including typing up meeting notes and issuing to all SWs
- Motivate the team of SWs and promote ILS' vision, value and objectives

New Business Development

- Possess a good awareness of other functions within ILS and confidently identify new business opportunities that may be suitable for them if opportunities arise

Person Specification

Essential

- Care sector experience
- Driving license and access to own car
- SVQ qualification, or a willingness to work towards obtaining an SVQ qualification
- Knowledge of Industry standards and best practice
- IT literate (working knowledge of Microsoft Word, Microsoft Outlook, Microsoft Excel and use of databases)
- Excellent organisation and time management skills
- Excellent interpersonal skills and an ability to communicate confidently with Support Workers and other internal / external stakeholders (e.g. clients, local authorities, service users, families etc.)
- Influencing & negotiating skills
- Strong ability to work using own initiative
- Ability to work collaboratively within a team and to manage a team of remotely based individuals
- A positive, 'can-do' attitude
- Resilience and confidence when dealing with all situations
- People Management skills

Desirable

- Knowledge of Care Commission Standards
- Previous supervisory experience
- Understanding of disability within their service
- Recruitment and selection experience / skills