



BEACON

Wolverhampton Road East, Sedgley, WV4 6AZ

Job Title:	Field Supervisor part time
Salary:	£9.00 -9.50 per hour
Responsible to:	Registered Care Manager
Responsible for:	Community and residential care staff
Location:	Beacon Centre, Stourbridge Centre and across the charity's geographic operating footprint
Hours of Work:	24 hours per week. Flexible working will be required

Overview

Beacon was established in 1875 with its charitable aim: ***To promote the relief of visually impaired persons***

Working with its stakeholders, Beacon has developed Ambition 2025 as its long-term Vision, the strategic objectives are:

1. Ensure core products and services stay relevant and respond to changing needs and demands.
2. Maximise the opportunities afforded by technology developments.
3. Grow the business in terms of turnover, products and services and operating area.
4. Resilience and strengthen the income base.
5. Raise the profile of the issue (sight loss) and its impact on society.

As a member of the Health & Wellbeing Care team you will play a key role in the delivery of Beacon's Health & Wellbeing Care Services. You will coordinate services that are developed and delivered to the vision and values of the charity, and opportunities are presented, in-light of the charity's Ambition 2025 strategy and direction.

Your major areas of operation will be to undertake and set up the care delivery for each client, ensuring the service delivered is consistently strong. The role involves visiting clients to create a tailored care and support plan, unique to them.

Main responsibilities of the role

1. To monitor and review the services we provide to clients to ensure they are delivered to a consistently high standard, including undertaking shadowing and spot checks.
2. To liaise with colleagues on the recruitment and allocation of Care/Support Workers.

3. To ensure continuity of care by liaising with colleagues to implement robust rotas and when required stepping in to cover calls.
4. To be responsible for the supervision and support of residential and community care staff, including undertaking supervision meetings and appraisals and developing and delivering training.
5. To work alongside colleagues to commence new care packages.
6. To develop and monitor care and support plans and assessments and ensure accuracy and completeness of all documentation held in customers' homes and within Beacon IT systems through quality audits.
7. To conduct and review Risk Assessments as part of the Individual Needs Assessment and to update these as required as part of the customers risk management.
8. To provide first line support for the customer, their carer's and family and the care team.
9. To monitor customer and carer satisfaction and support the investigation of concerns and complaints.
10. To ensure that all written reports and information is kept up to date within the relevant systems.
11. To undertake on-call duties on a rota basis.
12. To liaise with the wider Health & Wellbeing team on the development of services and activities.

Experience and Knowledge

Essential

- Experience of working with people with disabilities.
- Experience of delivering care services.
- Experience of assessing clients needs and effectively monitoring progress and measuring outcomes.
- Experience of supporting dispersed staff.
- Experience of working collaboratively with colleagues and customers carers, families and relevant health organisations.
- Knowledge of using Microsoft Office and bespoke IT systems.
- Experience of working with sensitive information in accordance with Data Protection Act/GDPR.
- Ability to work under pressure and to adapt and change services efficiently.
- Possession of a valid driving licence, own transport and prepared to use and insure this for work purposes.
- Able to meet an enhanced DBS check.

Desirable

- Experience of working with people impacted by sight loss.
- Educated to NVQ Level 2 Health and Social Care standard or equivalent.
- Care certificate.
- Health and Social Care mandatory training.