
Policy No: Per 1.1.1**Night Care Supervisor Job Description****Job Title:** NIGHT CARE SUPERVISOR**Service:** Hesley Village (Adult Services)**Responsible to:** Night Deputy Care Manager/Night Care Manager**Brief description of job:**

A Night Care Supervisor is responsible for the general supervision of the direct care provision of a team of night support staff during a waking night shift to ensure that people who use our services receive a complete person centred care service. Mentoring, supervising, coaching and assessing Night Support Worker's practice is the primary focus of this role. You will be proactive in ensuring that quality care is available to all people who use our services through the direct monitoring and influencing of staff performance and by acting as an excellent role model.

There are two distinct aspects of the role of Night Care Supervisor, a direct support role to people who use our services and a management function. It is anticipated that 50% of the Night Care Supervisor's role will be spent in each function.

Below is an outline of the job.

Core Expectations:

- 1 To attend for work reliably and punctually.
- 2 To attend all training as required and contribute in a positive manner.
- 3 To have an up to date working knowledge of relevant Hesley Group policies, know how to access them and ensure that yourself and your team are aware of and follow their contents.
- 4 To remain vigilant and do everything possible to safeguard people who use our services and others from abuse of a physical, emotional, sexual, neglectful, financial or institutional nature. This includes a primary focus on the wellbeing of people who use our services and an absolute requirement to report immediately any incident of this nature you witness, hear about or suspect.
- 5 All staff are expected to make sure that all people who use our services and colleagues have equal opportunities, to acknowledge their individual differences and uphold their rights and responsibilities as set out in law and by Hesley Group policies.
- 6 To have a full and detailed working knowledge of relevant Care standards and how implementation of these can facilitate improvements to service delivery.

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- 7 To meet the individual needs of people who use our services, through the effective management and observation of service delivery.

Key Result areas:

- 8 To ensure and monitor that you and your staff team build and maintain good quality working relationships with people who use our services and are able to withdraw from those relationships appropriately.
- 9 To ensure that the direct support work of yourself and your staff team meets the standard required and documented by Hesley Group and external agencies and provides an exemplary model for other staff.
- 10 To have defined responsibility for a number of people who use our services (and Night Key workers) and within this area of responsibility ensure that the staff team for whom you are responsible have a thorough knowledge of each of the people who use our services and their specific needs to enable them to provide quality care support. This will require proactive monitoring of staff performance and practice, mentoring and coaching and challenging bad practice.
- 11 To monitor and audit the delivery of care plans and health plans, ensuring that night support staff are aware of all plans in place, understand those plans, can implement those plans inclusive of individual risk assessments of people who use our services. Liaising with the Night Care Manager, Night Deputy Care Manager, Clinical Services and SALT personnel to ensure all plans are current, meet individual needs of people who use our services and are reviewed on a systematic basis.
- 12 To ensure via audit, monitoring and review that the safety and cleanliness of each person who uses our services environment is maintained to a consistent standard. Ensuring that the staff team support people in their domestic and personal situations to enable them to be as independent as possible. Ensuring that prescribed cleaning rotas are effectively completed.
- 13 To manage delegated resources efficiently and communicate staff contributions to the Night Deputy Care Manager for the effective maintenance and improvement of people who use our services accommodation and the environment in which you all work. Recognising the value of promoting a person centered focus so that a person who uses our services choices, preferences and needs are recognised and incorporated.
- 14 To ensure that the medical needs of people who use our services are met at all times, administering prescribed medication as agreed in a person's care plans and in accordance with Hesley Group's policy, ensuring that delegated regular audits undertaken of related documentation are undertaken.
- 15 To ensure that each person who uses our services who you have delegated responsibility for has an individual night care plan in place and that via monitoring and mentoring in line with Hesley Group policy that those plans are

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implemented in a flexible way by support staff to encourage people who use our services to engage in the activities.

- 16 To ensure that individual contact plans are utilised and that where appropriate people who use our services are pro-actively encouraged to keep in contact with family, friends and others who are important to them. This may involve using modified communication methods, including signing and symbol use.
- 17 To maintain an awareness of CQC requirements and reports for your designated residential area and ensure that the action plans are implemented within defined timescales as delegated by your Night Care Manager and within your area of responsibility and competence.
- 18 To consider the social and emotional development of people who use our services and ensure that staff act in a way that promotes positive self-esteem and helps them to deal appropriately with their feelings. This includes ensuring that yourself and the staff team for whom you are responsible proactively support people who use our services when they are in distress.
- 19 To gain knowledge of people who use our services and their special needs and use it to help with assessment and care planning. This will include providing information for other staff, liaising with people's families, representing their preferences and wishes where appropriate and contributing to multi disciplinary area reviews and planning meetings.
- 20 To actively promote positive aspects of behaviour, ensuring that all staff manage unwanted behaviours strictly in accordance with Hesley Group policies. This will involve leading staff, through effective demonstration and support in a practical setting, to develop an understanding of the broad context of challenging behaviours including the underlying causes and the needs of the people who uses our services.
- 21 To contribute to the planning of an individual person's transition programmes.
- 22 To attend and contribute to all training programmes relevant to your role and ensure that you promote the importance of training to all of your staff.
- 23 To have defined responsibility for the supervision (and appraisal) of a designated team of night support workers, promoting a culture of quality service through assessing performance, promoting reflective practice within the team and identifying training needs. This will also involve giving feedback to colleagues and providing coaching and mentoring.
- 24 To pro-actively monitor and address staff absence and attendance concerns, assisting the Deputy Care Manager with actively addressing any attendance targets set and effecting timely procedural reviews.
- 25 In the absence of the Night Deputy Care Manager, to have primary responsibility for the effective rostering and deployment of staff, to ensure that any staff shortfalls are identified and covered.

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- 26 To work overtime if requested because it is necessary to maintain the support service.
- 27 To ensure there are adequate trained and qualified staff to drive the minibus. To drive the minibus where trained, qualified and required to do so as part of your role.
- 28 To undertake, as and when required, any additional tasks and responsibilities as are reasonably compatible with this job description and its objectives.
- 29 To ensure in conjunction with the Night Deputy Care Manager that effective handovers and end of duty team debriefs are undertaken and recorded and that incident debriefing is regularly undertaken to ensure that the staff team you have responsibility for are afforded the requisite level of post incident support.

Communication and working relationships:

- 30 To attend support strategy meetings and people who use our service's reviews (contingent on availability and requirement) to ensure that team meetings are planned for and undertaken and recorded on a 6 weekly cycle to ensure participation by the staff team. To check communication books, notice boards, diaries and pigeon holes daily to actively find information. There is an expectation that you will communicate information in a clear, legible, objective and professional manner, in a variety of ways, using the required level of confidentiality. This includes the use of e-mail and computer-based systems.
- 31 To support the Night Deputy Care Manager with a key focus on the development of knowledgeable and skilled support teams by contributing fully to making support teams effective and building positive team ethics. You must give and receive constructive reflective feedback aimed at developing the quality of relationships and performance.
- 32 To promote effective communications and good relationships that respect the rights of people who use our services, colleagues and others.

Health & Safety:

- 33 In carrying out the tasks in this job description you have a duty (under Health & Safety legislation) to take reasonable care for the health and safety of yourself and that of others. This implies taking positive steps to understand the hazards in the workplace, to comply with safety rules and procedures and to ensure that nothing you do, or fail to do, puts yourself or others at risk. This includes contributing to a safe and secure environment for people who use our services. In the absence of the Night Care Manager and/or the Night Deputy Care Manager ensure that effective liaison is maintained with the Night Security Supervisor
- 34 To ensure that radios are collected and distributed to your team and collected and returned to the Night Security Supervisor at the end of the period of duty,

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to report all equipment failures and non conformities to the Night Security Supervisor.

This duty includes checking that any person entering Hesley Group property has a right to do so and their visit is recorded in accordance with Hesley Group procedures.

Most challenging aspect of the job:

High quality role modeling, promoting positive relationships, attention to detail and promoting positive attitudes towards people who use our services are vital as is the ability to manage changing priorities and challenge bad practice.

This role is a first rung management appointment, therefore, the achievement of a successful transition from a night support worker grade to the management of others provides a significant challenge. Implicit to the role is an understanding of the impact of personal behaviour on the ability to lead, delegate and direct the work of others.

The contribution of this role:

Carrying out the tasks on your job description efficiently will ensure the smooth operation of Hesley Group’s administration and service. You will, therefore, be making a very important contribution to other employees, to matters affecting individual people who use our services and the achievements of Hesley Group as a whole. This will develop our position with placing authorities who are our customers, as will the positive relationships you make every time you deal with authority personnel and parents by letter, telephone, e-mail or in person.

Through reflection on one’s own practice and the practice of others you will contribute to the ongoing service development plan.

This organisation is committed to the protection and safeguarding of children and adults at risk, and promoting their welfare. Hesley Group, therefore, expects all staff and volunteers to share this commitment.

Prepared by HR Department:

Date: 21/11/17

Jobholder: Signed: Date:

Manager: Signed: Date: