



# Role Profile

<b>Associated Services Supervisor (Telecare)</b>			
Reference No:	A4173		
Service:	Health and Social Care Partnership		
Job Family:	Social Services/Social Work/Social Care	Grade:	FC6

<b>Purpose</b>
Management of Staff within the Care at Home Associated Services Team, Older People, Health and Social Care Partnership.
To be part of the Care at Home Associated Services Team.

<b>Task or Responsibility</b> - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	<b>Person Specification: Skills, Knowledge, Qualifications or Experience</b> - Criteria can apply to more than one task or responsibility	<b>E</b>	<b>D</b>
Ensuring that Service Policies are adhered to, monitoring and reviewing the Services provided.	<p>To ensure you achieve registration with SSSC as part of the social care workforce within 6 months of starting in a new role, you must apply for registration within 3 months of your start date on the social care workforce - supervisor register.</p> <p>To maintain your registration, you must hold or work towards the SSSC benchmark qualification for the role, complete the required Continuous Professional Learning (CPL) for the role and submit an annual declaration via MySSSC.</p>	✓	

E = Essential Criteria    D = Desirable Criteria

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	<p>You must have a practice and a supervisory qualification, or one qualification which meets the full criteria:</p> <ul style="list-style-type: none"> <li>- Practice Qualification - SVQ Social Services and Healthcare at SCQF level 7 or equivalent or SVQ Social Services Children and Young People SCQF level 7.</li> <li>- Supervisory qualification - 15 credits at SCQF level 7 containing supervision /management theory and practice specifically for a supervisor of a care home.</li> <li>- Full qualification - SVQ Social Services and Healthcare at SCQF level 9.</li> </ul> <p>The benchmark qualifications are listed here:  <a href="https://www.sssc.uk.com/registration/help-with-register-parts-fees-and-qualifications/">https://www.sssc.uk.com/registration/help-with-register-parts-fees-and-qualifications/</a></p> <p>If you do not currently hold a benchmark qualification, your registration will be granted subject to the condition that you achieve the required qualification within the timeframe defined by SSSC.</p> <p>Significant experience in a relevant setting</p>		
Achieving objectives within the Service Improvement Plans and Care Commission Standards in terms of performance, people and partnerships, promotion of equal opportunities, rights, culture and diversity.	Ability to work independently  Organisational skill	✓  ✓	
Managing team performance, organising supervision, team meetings, 6 monthly direct observations of the people in your team.	Knowledge and understanding of the value of performance management/monitoring.  Communication skills both oral and written	✓  ✓	

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<p>Ensuring staff have the appropriate training and skills to deliver quality and safe care, providing support on site with training, demonstration and advice.</p> <p>Providing guidance and instruction to enable staff to practice safely and effectively.</p> <p>Manage staff absence as per local procedures.</p> <p>Monitor quality of the service delivered and adherence of Mobile Assistant to service policies / procedures by conducting quality reviews of the service. Carry out 6 monthly reviews / revisions on an ongoing basis of each Telecare Service User in your case load</p>	<p>Ability to undertake designated training and put new skills into practice</p>	✓	
<p>Awareness of budget control.</p>	<p>Ability to understand and to contribute to local budgets</p>		✓
<p>Maintaining accurate employee records including absences, training, timesheets, mileage claims and additional hours worked.</p>	<p>Management experience in a relevant service/setting</p>	✓	
<p>Maintaining accurate, up-to-date database of all relevant service user records and taking responsibility for the effective application of information management systems.</p> <p>Manage Telecare Service Users Case Load</p>	<p>IT skills</p>	✓	
<p>Engaging and working in partnership with Service Users/families/carers colleagues of statutory and voluntary agencies.</p>	<p>Ability to provide a regular and effective service</p>	✓	
<p>Monitoring the quality of the service delivered and adherence of Mobile Assistants to service policies/procedures by conducting quality reviews of the service provision – 6 monthly.</p>	<p>Ability to undertake designated training and put new skills into practice</p>	✓	
<p>Operating within the framework of service policies and procedures e.g. Health and Safety Regulations, Data Protection Legislation and Confidentiality Policy.</p>	<p>Ability to travel throughout Fife as required</p>	✓	
<p>Recording, Investigating / interview incident / accident which may arise. Recording using appropriate IT systems and procedures.</p>	<p>Knowledge of Fife Health and Social Care Partnership procedures/guidance</p>	✓	

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Following up where necessary on site to ensure staff / service user safety.			
Recording using appropriate IT systems and procedures. Maintaining accurate up to date databases for all relevant service user records and taking responsibility for the effective application of information management systems	Experience of carrying out risk assessments Leadership skills	✓ ✓	
Identifying training and development needs of staff, ensuring compliance with statutory requirements and best practice	Report writing skills	✓	
Attending and organising meetings and undertaking development training as required.  Providing training sessions for HSCP staff.	Team working skills  Experience of working in multi-disciplinary setting to achieve common goals  Maintain an Object Manual Handling qualification and working at heights qualification	✓ ✓ ✓	
Organising rotas to ensure full operational/service cover, sometimes at short notice.  Ensuring contingency plans are in place for 24-hour service/7 days.  Ensuring individuals are always treated in a respectful and dignified manner.	Knowledge of a range of equipment i.e Telecare devices, Vehicle Trackers, Community Alarms, Dashcams  Knowledge of the value of performance management/monitoring  Ability to work independently  Must be flexible and be able to work out with office hours	✓    ✓	✓  ✓
Working with partnership agencies regarding Telecare.  Providing advice to Assessment staff regarding telecare.  Ensuring Telecare solutions are current and financially viable			

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Undertaking all other duties as required for the role. Duties will be in line with the grade.			

<b>Additional tasks or responsibilities</b> – this is a generic role, however this particular job may also require you to undertake the following:			
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<b>Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required</b>	
<b>Before confirming appointment:</b> You may be required to obtain PVG scheme membership or a Disclosure check. Please refer to the job advert for clarification of the specific requirement.	
<b>Additional Information</b> – the following information is available:	<b>Expected Behaviours</b>
<ul style="list-style-type: none"> <li>• Skills Framework (if applicable)</li> <li>• <b>How</b> we work matters</li> </ul>	<p>Every council employee is expected to lead the way by making decisions and behaving in ways that uphold our community commitments and values.</p> <p>Please refer to How We Work Matters Guidance to learn more.</p>

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