

**VICTORIA COMMUNITY CARE LTD.**  
**Unit 6 Helsby Court, Prescot Business Park,**  
**Prescot, Merseyside, L34 1PB**

**Job Title:-** Emergency 'On Call' Supervisor

**Responsible to:-** Director  
Registered Manager

**Overall Purpose:-**

- To provide a continuation of service delivery and point of contact for service users and staff alike outside of normal office working hours.
- To supervise, support and assist a team of care workers.
- To ensure best practice and customer satisfaction.
- To organise or provide care cover for service users.

**Key Responsibilities:-**

- To assist the service user appropriately by ensuring the care plan, risk assessments and log in sheets are read before service delivery.
- To maintain clear, concise, accurate and updated records using communication book and other appropriate documentation.
- To provide relevant feedback to line managers and ensure all messages relating to service provision are documented and passed on to appropriate staff members.
- To monitor the service user's well-being and report any changes to your line manager, and record these changes in the log in sheets or relevant documentation kept within the service user's home file or office.
- To keep service users, their family members and staff informed regarding any significant changes or occurrences, which may affect service delivery.
- To act in a professional manner and promote a positive company image by dealing with all matters in a sensitive and polite manner. To conform to the company's dress code whilst on duty.
- Call the appropriate emergency service in the event of an emergency and inform your line manager of the situation.
- Attend supervisory, appraisal, staff meetings and training sessions as decided by the company. Be prepared to undertake NVQ training.

- Comply with Health and Safety and Legislative requirements and report any accidents, incidents or near misses to the office immediately.
- To be able to travel to a variety of areas as necessary
- To strictly maintain staff, service user and business confidentiality as outlined in company policy.
- To work shifts, which include weekends, bank holidays, using a rota system.
- To undertake the above duties in accordance with the current policies of the company.
- Liaise with the manager regarding annual leave or sickness absence. (Two weeks notice for annual leave requests).
- The duties in this job description are not intended to be exhaustive. The post-holder must be flexible in the duties performed and it is expected that similar duties, not specifically listed above, will be carried out as required.

**The post holder's attention is drawn to the confidential aspects of this post. Breaches of confidence will result in disciplinary action, which may involve dismissal. The post-holder should also be aware that regardless of any action taken by the Company breaches of confidentiality could result in Civil action for damages.**