

Application Pack

Out of Hours Care Supervisor

Welcome

Thank you for expressing an interest in our current vacancy.

We have an exciting opportunity in our Charity for an experienced Supervisor to join our domiciliary home care service to provide out of hours support. This role provides a crucial aspect of the service as it enables service users, families, Care Assistants and other stakeholders to reach someone in an emergency from the company and receive assistance whenever the office is closed.

Successful candidates will need to work flexibly within the office and from home and be available to cover a rota.

Shifts available

- 06:30 x 08:30 - home working
- 17:00 x 23:00 (Monday to Friday) – office based
- 06:30 x 15:00 and 15:00 x 23:00 (Saturday & Sundays) – office based
- Emergency on call cover between 23:00 and 06:30 (Monday to Sunday) – overnight on call from home
- As part of a three-week rolling rota you will be required to work as part of the office between 8.30 x 17:00 to support with senior duties

We deliver Home Care service, which includes an Extra Care Scheme across Stockton South, delivering c2,000 hours of care per week.

Benefits

- £0.45 per mile mileage rate
- Ongoing training and development
- A working environment that is open to new ideas
- A team who are passionate about the service we offer
- The satisfaction of working for an innovative charity
- Access to an Employee Assistance Programme

This document provides further information on Five Lamps Group, the role of Out of Hours Care Supervisor and the application process.

How to apply

Please send CV and Covering Letter to homecare@fivelamps.org.uk

For an informal discussion about this post, please email homecare@fivelamps.org.uk

Role Description

Location: Based at Parkside Court Extra Care Scheme, Thornaby but also working flexibility from home covering a rota. You may at times need to be able to go out and cover care calls across Stockton-on-Tees and therefore you will need to have your own transport and business insurance

Hours: Shifts available covering

- 06:30 x 08:30 - home working
- 17:00 x 23:00 (Monday to Friday) – office based
- 06:30 x 15:00 and 15:00 x 23:00 (Saturday & Sundays) – office based
- Emergency on call cover between 23:00 and 06:30 (Monday to Sunday) – overnight on call from home
- As part of a three-week rolling rota you will be required to work as part of the office between 8.30 x 17:00 to provide office support and complete senior duties within the community

Responsible to: Registered Manager

Salary Scale: £9.50 per hour (£14.25 for bank holidays). A flat rate fee of £25.00 for emergency on call cover between 23:00 and 06:30. 45p per mile travel expenses

Job Purpose: The Out of Hours Care Supervisor will work closely with the Home Care office staff to provide out of hours cover. You will be responsible for monitoring a live call system, supporting and assisting a large team of Care Assistants out in the community and within Parkside Court to ensure our service users receive regular care at their requested time and are supported where necessary

Contract Period: 30 hour guaranteed contract

Duties & Responsibilities

- Efficiently coordinate the running of the business out of hours by allocating resources and monitoring performance to deliver high quality homecare to customers, including:
 - To be the first point of contact for employees, professionals, customers and their families during out of office hours
 - Being responsible for the safe delivery of the service in line with legislative requirements and company policy and procedures
 - Ensure there are sufficient numbers of suitably qualified staff allocated appropriately to meet service needs at all times
 - Implement company policy and procedures in relation to managing absence
 - Cover any outstanding calls and gaps in the rota over a 2-week period
 - Monitor all visit alarms via Care Planner during out of office hours to track timeliness of care assistants
- Support Home Care colleagues to create, update and maintain care plans with other professionals to ensure individual needs are met, particularly those that are received out of hours
- Support the Home Care Team to make sure that prior to each service commencing, a customer assessment and risk assessment with the customer, and/or their chosen representatives, has been completed including what the customer needs and would like to achieve from their care and support

- To support the Home Care Team in ensuring a written individually tailored care and support plan has been created and agreed, that respects the customer's wishes and promotes their dignity and privacy. Agree appropriate risk control measures to reduce identified risk
- To provide administrative support to the office based team in order to facilitate a high quality and responsive Home Care service
- To undertake customer contact visits to ensure appropriate service delivery
- Take out of office calls from service users resolving issues or making notes for follow up by office staff during working hours
- To manage a small team of Care Assistants and undertake supervision and spot check to monitor performance
- Update electronic rostering and care planning systems with changes requested by customers during out of hours
- Log all out of office calls from service users and staff via diary entry system on Care Planner and provide the Registered Manager with a daily activity log
- Take out of office calls from Care Assistants resolving issues or making notes for follow up by office staff during working hours
- Give direction to Care Assistants in line with policies and procedures when issues arise and follow company policies and procedures to deal with emergencies
- Update the system with changes based on Care Assistants communication during out of office
- Be flexible and cover all visits during out of hours when a Care Assistant calls in sick or is unavailable to work yourself (if shift cannot be covered by alternative staff)
- Be flexible and cover planned holidays and sickness absence within the Out of Hours Care Supervisor team
- Liaise with Social Services during out of hours for any issues relating to Social Services packages
- Liaise with family members and other care professionals as required to resolve customer issues
- Be available and able to go out and cover calls if there is no one else to cover them and have your own transport
- To promote in a positive and professional manner, the image of the company's Home Care service
- Undertake any other action that may be required during out of office hours to support the business and maintain quality for customers as directed by any member of the Home Care office staff

- To maintain the highest standards of customer confidentiality at all times
- To monitor and maintain quality throughout the different areas of the service in relation to the external quality standards and inspection bodies and organisations
- To implement Five Lamps' policies on Health and Safety and Equal Opportunities at all times
- Undertake training and development to keep up to date with the law, best practice and changes in company policy. Apply this knowledge to day to day management and delivery of care
- To undertake any other duties and responsibilities as may be reasonably required within the scope of the post

Skills & Experience Required

Factor	Essential	Desirable
Qualifications	<p>NVQ 3 in Health and Social Care or equivalent (or working towards qualification)</p> <p>Good standard of general education in particular English Language and Mathematics</p>	
Experience/ Knowledge	<p>At least 1 years' experience of coordinating the delivery of home care services</p> <p>Good understanding of the regulatory responsibilities and the law relating to domiciliary care services</p> <p>Excellent understanding of the needs of people who require care and support at home and the provision of home care services in line with best practice</p> <p>Excellent understanding of the principles of high quality person centred care and support and non-discriminatory care practice</p> <p>Understanding of systems to maintain confidentiality in relation to customers, staff and the business</p> <p>Experience of care services, risk assessment and person centred care and support</p> <p>Ability to plan and organise workloads effectively so customers receive the services they expect</p> <p>The ability to work flexibly and where needed attend Service Users Care calls and provide care in line with their person centred care plan.</p>	<p>Knowledge of health and safety matters in relation to care and support services and risk management</p> <p>Knowledge of how to recognise abuse and safeguarding procedures</p>
Skills/Abilities	Excellent administrative skills and computer literacy	Good practical approach to problem solving

	<p>Excellent interpersonal and communication skills, both written and verbal (including well developed listening skills)</p> <p>Have a 'can do' attitude and be able to multi task as they will be working in a busy, fast paced office environment</p> <p>Ability to maintain clear written and electronic records and to follow statutory reporting procedures</p> <p>Caring and compassionate towards people in need of care and support</p> <p>Respect for people suffering from a range of medical conditions with different backgrounds and beliefs to your own. Strong commitment to non-discriminatory care practice</p> <p>Commitment to respecting the rights of customers at all times and to promoting their privacy, dignity and independence throughout their lives</p> <p>Self-motivated and keen to learn. Willing to seek guidance when needed and follow instructions</p> <p>Excellent time keeper and reliable</p> <p>Excellent interpersonal and communication skills, both written and verbal.</p> <p>Experience of building positive working relationships with people who use services and their families, staff and other health and social care professionals</p> <p>Ability to implement Five Lamps' policies, procedures and instructions</p> <p>Ability to work undirected and unsupervised</p>	
<p>Other (eg attitude, interests etc.)</p>	<p>Full driving license, business insurance and access to a car during work time</p> <p>Team Worker with flexible attitude to duties and hours of work</p> <p>Enhanced Disclosure from the Disclosure and Barring Service formally known as the Criminal Records Bureau (CRB) Disclosure</p> <p>Committed, enthusiastic, reliable</p> <p>Caring, friendly, patient and calm nature</p> <p>Receptive to the use of new technology in an efficient office environment</p>	<p>Clean driving license</p> <p>Understanding of Five Lamps mission, vision and values</p>

<p>Willing to undertake further training relevant to the post</p> <p>Flexibility to operate within a constantly changing environment</p> <p>Strong focus on customer care</p> <p>Drive and determination to achieve excellence</p> <p>Empathic to customers' needs</p>	
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About Five Lamps

The Five Lamps Organisation (Five Lamps) is a Registered Charity (702314) and company limited by guarantee (2441319) which has been established for over 35 years. We are based in Thornaby, Stockton-on-Tees and provide a wide range of services to socially, economically and financially excluded individuals.

We deliver this through our integrated business divisions - Economic Development; Financial Inclusion & Housing, Youth Services and Home Care. The impact of our work spans:

- Supporting long-term unemployed people back into work
- Providing training, employment and qualifications to Not in Education, Employment or Training (NEET) young people
- Supporting customers on their enterprise journey from enterprise coaching, mentoring, business planning and accessing finance for start-ups
- Providing evening and weekend youth club activities, including 2 sessions dedicated to young people with special needs from our purpose built youth centre 'The Youthy'
- Refurbishing and letting previously long term empty properties
- Providing affordable personal loans to individuals who are unable to access mainstream support through our brands 'Conduit' and 'Conduit Scotland'. Our person lending activities are delivered via our Trading Company 'Five Lamps Trading Limited', which is wholly owned by Five Lamps Charity
- Providing a domiciliary home care service to people aged 65 and over within Stockton South – delivering c2,000 hours of care each week in the community and at Parkside Court, an Extra Care Scheme
- Supporting people aged over 50 on their return home from hospital through our low-level discharge project, Home from Hospital
- Delivering a free breakfast club to families throughout the school holidays who may be at risk of holiday hunger

Five Lamps is committed to being 'a different kind of domiciliary care provider'. We are a successful social business geared up and driven to provide real life choices, with the capacity to provide considerable added value to our service users.



Five Lamps Charity

Five Lamps Trading

Governance

Five Lamps Charity has a Board of Trustees and Five Lamps Trading Limited has a Board of Directors, who provide leadership, strategic direction, challenge and entrepreneurship, driving the business forward, keeping it under prudent control and acting responsibly towards employees, stakeholders and society as a whole.

The Charity Board meets at least quarterly and comprise of 5 members and the Trading Boards meets monthly and is comprised of 7 members from a diverse range of professional backgrounds.

Charity	Trading
Patricia Chambers, Chair Vivienne Holmes, Vice Chair Ian Wright Trevor Watson Jamie Houlders	Lisa Pickard, Group Chief Executive Trevor Watson, Chair Rod Jones, Vice Chair Richard Poundford Lars Hagelmann

Senior Management Team

- Group Chief Executive - Lisa Pickard
- Director of Corporate Services – Nicola Garrett

Mission, Vision & Values

Our Vision	Creating Possibilities : Improving Lives
Our Mission	To Transform Lives, Raise Aspirations and Remove Barriers to Social, Economic & Financial Inclusion
Our Business	A nationally-recognised charitable business working with excluded individuals and families in the most disadvantaged communities
Delivered Through	Trusted Brand Quality Assured Services Making People Matter Superior Contract Performance Measured Social Impact Social Investment Skilled & Motivated Workforce Expanding Geographic Reach Revenue Generated via Stronger Balance Sheet

Corporate Value	What This Means
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Making People Matter	<ul style="list-style-type: none"> • Treating people with respect • Releasing potential • Keeping confidentiality • Enabling and empowering people to help themselves • Challenging self-perceptions and encouraging self-worth
Performance Matters	<ul style="list-style-type: none"> • Strength of performance wins contracts • Taking personal accountability within delegated authority • Maintaining high standards, skills, credibility and ethics • Demonstrating personal, individual and team commitment to corporate goals • Respecting and promoting a positive corporate culture • Everyone contributes to the 'bottom line' • We are all Five Lamps ambassadors
Quality Matters	<ul style="list-style-type: none"> • Assuring quality and achieving contemporary quality standards • Pursuing and achieving continuous service improvement • Investing in our people, our systems and our buildings • Marketing and promoting our products and services effectively
Making Communities Matter	<ul style="list-style-type: none"> • Understanding communities and their needs • Enabling access to services via a range of route ways embracing 21st century technologies • Including everyone and removing geographic barriers • Designing new services to meet identified need • Regenerating communities – restoring the sense of 'place'
Measuring Impact Matters	<ul style="list-style-type: none"> • Producing an annual Social Impact Report • Measuring customer and stakeholder experiences and feedback • Collecting social, performance and environmental data across the full range of our business • Publishing a range of good news stories and case studies

Five Lamps Homecare Aims & Objectives

Five Lamps Homecare aims to:

- Provide an effective, safe, caring and responsive domiciliary care service which meets the aspirations of service users, our staff and key stakeholders by enhancing personal dignity, wellbeing and independence.

Five Lamps Homecare Services will achieve this by:

- Communicating effectively with individuals and their support network regarding decisions that will have an effect on them.
- Enabling people to exercise choice and control over their own lives.
- Facilitating and encouraging the engagement of family and friends.
- Developing approaches to meet the "wider" needs of individuals and help facilitate independence, prevent deterioration and enhance wellbeing.
- Enabling participation as active and equal citizens both economically and socially.
- Creating added social value.
- Engaging, involving and motivating staff to ensure a high performing, motivated and committed workforce.
- Promoting continuous improvement and supporting best practice which is compliant with all extant

legislative and regulatory requirements.

- Embracing and promoting people's diversities.

As a social enterprise rooted with the community we serve; Five Lamps Homecare Services will reinvest any profits back into the service to deliver high quality care and support.

We will also strive to achieve

- A greater consistency and stability in service delivery;
- Have a clear social purpose / value and ambition that employees, volunteers and service user embrace and can be measured;
- Seek to diversify with complimentary services to strengthen social purpose and financial capability;
- Establish effective synergies with volunteering opportunities throughout the Voluntary, Community and Social Enterprise Sector to maximize wellbeing;
- Tackle social isolation, welfare and wider welfare issues, spending more time helping to enable and facilitate;
- Provide 'multi-disciplinary connectivity' e.g. with GPs, nurses, social workers, police, etc.;
- Take a key role in coordinating day to day wellbeing;
- Promoting independence rather than dependence; and
- Develop better uses of new models of care technology.

Key Achievements

- The Trading Company finalised a £5million investment raise and drew down the first tranche of that capital for on-lending on 30 July 2018. This investment, the largest ever single deal for a UK community finance organisation will enable us to make 100,000 loans over the six years of the investment
- The Youth Employment Initiative contract (YEI) has been further extended
- Five Lamps Trading Limited successfully secured full Financial Conduct Authority permissions in March 2018
- The Charity has completed the third year as joint accountable body alongside our friends at The Corner House Youth Project, in Youth United Stockton (YUS)
- We have launched 'Hull Money' and 'Northumberland Money'
- The first Care Quality Commission inspection visit to our Home Care service resulted in an overall rating of Good
- We secured primary provider status on Stockton Council's Care at Home Framework in May 2020 and now are the care provider at Parkside Court Extra Care Scheme
- The Charity continue to deliver a Breakfast Club, which runs every day of school holidays, recognising that holiday hunger is a significant issue in our communities. Support from companies like Asda and Warburtons has been invaluable as has the work of volunteers and our own staff.
- Our Home Care service secured the contract to provide the Hospital Discharge' service for patients returning home from North Tees hospital. This complements the great work of our Home From Hospital team
- The Charity is now registered with the Office of the Scottish Charity Regulator
- Five Lamps is one of five affordable credit providers who will join Fair4All Finance's pilot scale-up programme
- We secured Big Lottery Funding to continue our low-level discharge 'Home from Hospital' project