

Job Description

Home Care Field Supervisor

Department:

Domiciliary Care Services

Reports To:

Registered Manager / Care Manager

Location:

London

Employment Type:

Full-Time (37.5 hours per week)

Salary Range:

£24,000 – £29,000 per year depending on experience

Job Purpose

The Home Care Field Supervisor is responsible for supporting the delivery of high-quality domiciliary care services in the community. The role involves supervising care staff in the field, conducting service user assessments, ensuring care plans are followed, and maintaining compliance with regulatory standards. The Field Supervisor works closely with the Registered Manager to ensure safe, effective, and person-centred care is delivered to all service users.

Key Responsibilities

Quality Monitoring and Compliance

Conduct regular service user visits to monitor care delivery.

Perform spot checks and competency observations of care staff.

Ensure services meet regulatory and organisational standards.

Report safeguarding concerns and incidents in line with safeguarding procedures.

Support quality audits and compliance monitoring.

Care Staff Supervision

Provide supervision and support to care workers in the field.

Carry out performance reviews and supervision meetings.

Support the induction and mentoring of new care staff.

Ensure staff follow care plans, policies, and best practice guidelines.

Care Assessments and Reviews

Conduct new service user assessments where required.

Review and update care plans and risk assessments regularly.

Work with families and healthcare professionals to coordinate care.

Operational Support

Assist with scheduling and rota management when required.

Investigate complaints, incidents, and service concerns.
Maintain accurate care documentation and records.
Participate in the on-call rota where required.

Person Specification

Essential Qualifications

Level 3 Diploma in Health and Social Care (or working towards).
Previous experience in domiciliary or community care.

Experience

Minimum 2 years experience in domiciliary care.
Experience supervising or mentoring care workers.
Knowledge of safeguarding procedures and care planning.

Skills

Excellent communication and interpersonal skills
Strong organisational and time-management abilities
Ability to lead and motivate care staff
Knowledge of regulatory compliance and quality standards

Key Performance Indicators (KPIs)

Quality monitoring visits completed on schedule
Staff supervision and spot checks completed monthly
Up-to-date care plans and risk assessments
Compliance with regulatory standards
Service user satisfaction and feedback

Working Hours

Monday to Sunday (Shift Pattern)
Participation in on-call rota where required
Occasional evening or weekend visits for quality monitoring

Career Progression

Senior Field Supervisor
Care Coordinator
Deputy Manager
Registered Manager