

CareGivers Ireland: Home Support Supervisor **(<https://www.activelink.ie/node/111059>)**



Role Title: Home Support Supervisor

Reporting To: Home Support Manager or Designate

Based: Dublin 12

Supporting the Community of: Ballyfermot & Surrounding Area's

Purpose of the Role:

CareGivers Ireland are currently seeking a **Home Support Supervisor** for our Dublin office. The successful applicant in this role will work closely with the Home Support Manager and a team of Home Care Assistants, ensuring, overseeing and coordinating the provision of Home Support Services to our clients within their homes and communities.

The role involves managing a team of Home Care Assistants, ensuring quality delivery of care and maintaining effective communication with Clients, their Next of Kin and other stakeholders.

Primary Responsibilities:

Supervision & Team Management:

- Recruit, train, and supervise Home Care Assistants.
- Assign duties and responsibilities to team members based on client needs and staff capabilities.
- Conduct regular performance evaluations through the Carer competency assessments and provide constructive feedback to support staff development.
- Foster a positive and supportive work environment that promotes collaboration and professionalism.
- Lead and motivate a team of carers to deliver compassionate and effective care services.
- Provide training, mentorship, and guidance to care staff, fostering their professional development and growth.
- Utilize strong supervisory skills to manage the client resource team effectively.
- Be responsible for On-Call on a rotational basis

Client Assessment and Care Planning:

- Conduct initial assessments of clients' needs and develop customized care plans in collaboration with clients, their families, and healthcare professionals.
- Regularly review and update care plans to ensure they align with clients' evolving needs and preferences.
- Coordinate with HSE healthcare professionals, social workers, and other stakeholders to optimize clients' care and support services.

Quality Assurance and Compliance:

- Ensure compliance with relevant regulations, policies, and standards governing home support services.
- Monitor the quality of care provided by Home Care Assistants through regular site visits, observations & assessments, and client feedback mechanisms.
- Implement quality improvement initiatives to enhance Delivery of Care and client satisfaction.

Client Advocacy and Communication:

- Serve as the primary point of contact for clients and their families, addressing inquiries, concerns, and feedback in a timely and compassionate manner.
- Advocate for clients' rights, choices, and dignity, promoting a person-centered approach to home support care.
- Facilitate effective communication between clients, support staff, healthcare professionals, and other stakeholders involved in clients' care.

Documentation and Reporting:

- Maintain accurate and up-to-date records of client assessments, care plans, and service delivery activities.
- Generate regular reports on service, client outcomes, and staff performance metrics.
- Implement and oversee quality assurance processes to uphold the highest standards of care.
- Ensure confidentiality and security of client information in accordance with CGI's policies and procedures.

Key Skills, Competencies & Requirements:

- The successful candidate will hold or as a minimum be working towards a QQI Level 6 in Health Services Supervisory Management or equivalent.
- Proven experience in the Home Support industry.
- Good leadership and great team-building skills, with the ability to motivate and empower staff.
- Great communication, interpersonal, and problem-solving abilities.
- Full Driver's Licence and own car.
- Sound judgment and good decision-making skills.
- Willingness to learn and commitment to follow through.
- Knowledge of relevant legislation, regulations, and best practices in home support services.
- Compassion, empathy, and a commitment to promoting the well-being and independence of clients.
- Computer literacy in MS Office Suite (including Outlook, Word, PowerPoint and Excel) and Scheduling Programs is an advantage.

Please Note:

The role may involve occasional travel within the community to visit clients' homes and attend meetings with stakeholders.

Flexible work hours may be required to accommodate clients' schedules and staff supervision needs.

The position may involve exposure to challenging and emotionally demanding situations, requiring resilience and self-care practices.

Benefits / Working With CareGivers Ireland, We Support You By

- Competitive Salary, with salary scale
- Company Phone
- Career Progression
- Employee Recognition Awards
- Free & Confidential Employee Assistance Programme (EAP)
- Professional Development Support Programme (where applicable)

Submission Details

If you are passionate about improving the lives of individuals through exceptional home care services and are ready to take on a leadership role, we encourage you to apply for this exciting opportunity to progress your career in Home Support.

Apply now by emailing your CV to Recruitment@CareGiversIreland.ie (mailto:Recruitment@CareGiversIreland.ie) to make a meaningful difference in the lives of those we care for.

Region

Dublin 12

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23rd Sep, 2024

Expiry Date

23rd Nov, 2024

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