



Care Link Supervisor

Level:	Grade 7
Team:	Care Link
Line Manager:	Care Link Manager
Responsible for:	Control Assistants and Care Link Support Workers

About the Job

- Manage the Care Link Control Centre and colleagues to deliver responsive, high quality, customer – focused services 24 hours a day, 7 days a week for service users and older and vulnerable people with complex social care and health needs.
- Provide direction and support to Control Assistants, Officers and Support Workers in dealing with more complex enquiries and situations within the community including equipment and system faults, taking appropriate action.
- Promote the service in line with the Team Plan, Customer Charter Standards, and Telecare Services Association, legal and regulatory requirements, maintaining consistently high standards at all times.
- Manage the 24/7 calls monitoring and response rotas with complexed advanced planning and to be responsible for staff skills, availability and implementation to ensure continuous service delivery.
- Participate in a shift rota, including evenings, weekends, and bank holidays, for which a shift allowance is paid. Flexibility is essential, and schedules may change at short notice.
- Provide 'on-call' standby to provide efficient, effective support and direction to colleagues when no Manager is on duty.
- Working in partnership with key stakeholders to improve service delivery and outcomes.
- Monitor and ensure Health and Safety requirements are met within the control room and for dispersed staff while out in the community.

You'll be trusted to

- Provide complex statistical information, measured against key performance indicators, and management reports, highlighting emerging issues produced on a weekly, monthly and annual basis. Contributing to the development, delivery and performance needs of the care link service to the management team.
- Be responsible for daily effective and efficient management of a team of Control Assistants, Officers and Support Workers, making sure that all colleagues in the team are trained, managed, appraised and developed in accordance with internal statutory procedures.

- Act as gate keeper for the control centre computerised system in accordance with the 24-hour shift rota, ensuring appropriate levels of colleague access is maintained and that the system is used to its full potential liaising with the provider.
- Responsible for the control and maintenance of resources for the care link response service including lifting equipment, PPE and fleet vehicles.
- Development and management of colleagues, monitor progress, development and training to increase the achievement of results and outcomes for the care link service. Undertake Performance and Development Conversations and quality assurance calls of direct reports.
- Follow and implement a wide range of personnel procedures, monitoring annual leave, implementation of the sickness absence procedures.
- Manage the day to day performance of the dispersed team and team of Control Assistants, Officers and Support Workers to ensure that calls and response incidents are dealt with in accordance with the policies and procedures, service standards, and key performance measures of the organisation and TSA quality standards framework.
- Undertake a lead role in day to day liaison between care link and a range of other colleagues and partner agencies, including IT providers, health services, emergency services and maintenance contractors to ensure a timely and effective response to all enquiries in accordance with existing service standards.
- Be responsible for the care link contact centre computerised system ensuring correct use and data entry to provide an efficient effective and safe service.
- Be responsible for strengthening partnership working between services, maximising relationships promoting the care link service and developing a personalised service for clients.
- Deal with service issues and faults within the contact centre, community and independent living schemes to provide the care link service, ensuring repairs to alarm equipment are completed satisfactorily within contractual requirements.
- Be responsible for providing interventions and preventions providing information and guidance, escalate any actions accordingly in a professional manner to support older and vulnerable people to live safely and independently in their own homes, providing user with more choice and control.
- Maintain accurate records of calls from clients and independent living scheme managers and community support workers and the resultant actions taken.
- Answer and triage calls deciding on the appropriate course of action. This may include offering advice and reassurance, visiting the customer. contacting the emergency services other with employees or nominated contacts.
- Initiate calls to customers and their nominated contacts where appropriate.
- Undertake administrative duties as required.
- Undertake any other duties commensurate with the overall purpose of the job and the grade.

Who you'll work with:

Internal: Vico Homes colleagues.

External: All outside agencies as appropriate. Members of the public and tenants. Other statutory and voluntary agencies.

Our values

At Vico Homes our values drive us and run through everything we do. We're looking for someone to join us who can live those values like we do.

We are:



The Specifics

This section identifies the qualifications, skills and behaviours needed for an effective performance. Using these clarifies the personal qualities and workplace behaviours expected of the post.

Personal Skill Characteristics	Essential (Tick)	Desirable (Tick)	Method of Assessment (Code list below)
A qualification at Level 3 of the Regulated Qualifications Framework such as A levels, Award, Certificate or Diploma at level 3 or equivalent in a related subject area.	✓		AF / CQ
Experience of meeting targets and responding to external changes	✓		AF / I
Self-motivated and able to priorities workloads efficiently with the ability to undertake routine tasks under pressure and meet deadlines	✓		AF / I
Proven ability to organise, supervise and motivate other people as part of a multi disciplinary team	✓		AF / I
Experience in a customer focused service.	✓		AF / I
Experience working in a Contact Centre environment or working with older/vulnerable people	✓		AF / I
Experience of team management / supervision and employee development within a dispersed workforce	✓		AF / I
Experience of integrated working with external partners including social care and health	✓		AF / I
An understanding of the housing and telecare support needs of older and vulnerable people	✓		AF / I

Personal Skill Characteristics	Essential (Tick)	Desirable (Tick)	Method of Assessment (Code list below)
A demonstrable understanding of service delivery in a customer focused environment and an understanding of the concept of customer care	✓		AF / I
Ability to maintain accurate records, summarise information and produce concise reports	✓		AF / I
Ability to follow policies and procedures	✓		AF / I
Ability to maintain sensitive and confidential information	✓		AF / I
Excellent communicator able to use plain language effectively both verbally and written	✓		AF / I
Time management and organisation skills.	✓		AF / I
Good interpersonal skills especially listening negotiation and influencing	✓		AF / I
Ability to work collaboratively to be mutually supportive and assertive in consulting with others	✓		AF / I
Ability to plan, organise, motivate and communicate.	✓		AF / I
Leadership qualities.	✓		AF / I
The post holder must have a valid driving licence and daily access to a vehicle to travel throughout the Vico Homes operating area.	✓		AF / CQ
An ability to work flexibly to meet demands of service including working rotating shifts and take part in an out of hours 'on call' rota	✓		I
The post holder may be required to work outside contractual hours on occasions.	✓		I
Experience of partnership working with a range of agencies to deliver a quality service.		✓	AF / I
Analytical and interpretation skills.		✓	AF / I
Knowledge of relevant IT applications.		✓	AF / I
A good team player.		✓	AF / I

Key

AF - Application Form

I - Interview (this may include a presentation and occupational test where appropriate)

CQ - Certificate of Qualification