

Job role information for workers in care at home services

This information will help people working in care at home services apply for the right Register part. The practices described below will vary depending on your job role, set by your employer. You should use it as a guide to help decide which Register part applies.

Managers of care at home services

Managers in care at home services are workers who hold responsibilities for the overall professional *management of the direct provision, supervision, and quality assurance of care and support* provided in a care at home service.

A manager of a care at home service will likely:

- be registered with the Care Inspectorate as manager of the service
- hold overall responsibility for writing and reviewing the work setting policies and procedures.
- be responsible for implementing staff development and performance development review systems.
- be the first point of contact for complaint handling.
- hold responsibility for the budget for the service and oversee the ordering and purchasing of resources for the service.
- have overall responsibility for completing the quality assurance processes for the service e.g. Care Inspectorate (SCSWIS) Annual returns.
- manage the multi-agency working arrangements.
- have overall responsibility for health and safety within the service.

Some examples of the tasks likely to be involved in this function include:

- implement and monitor behaviour policies, systems, procedures and practices within the service
- have overall responsibility for managing and developing workers within the service, for example through providing or managing the provision of supervision, performance reviews
- be responsible for managing continuous improvement in the provision of the service
- lead and manage provision of the service e.g. implement systems, procedures and practice to support people who use the service; implement and review systems, procedures and practice to support this provision
- manage requests for services provided by the service you manage
- lead the service delivery planning process for your service, for example developing, agreeing, monitoring and reviewing service delivery plan
- lead practice to reduce and prevent the risk of danger, harm and abuse, for example lead shared evaluation of plans, systems and practices to help individuals manage, reduce and prevent the risk of danger, harm and abuse within the service
- develop joint working agreements and practices to deliver health and social care services / monitor and manage the quality of the provision of your service

- contribute to the development of organisational policy and practice
- ensure compliance with legal, regulatory, ethical and social requirements
- actively engage in the safe selection and recruitment of workers and their retention in care services
- manage a dispersed workforce to meet the needs and preferences of individuals at home, for example take responsibility managing a dispersed workforce and ensuring the quality of the service provided
- lead practice that promotes the rights, responsibilities, equality and diversity of individuals
- take responsibility for the continuing professional development of yourself and others within your service.

Supervisors in a care at home service

Supervisors in care at home services are workers who hold responsibilities for providing and supervising the provision of care and/or support provided directly to someone who uses a care at home service.

A supervisor in a care at home service is likely to:

- promote effective communication within the service
- promote the health, safety and security of self and others for whom you are responsible within the service, for example monitoring and maintaining health, safety and security; promoting working practices that are safe, healthy and secure; minimising risks arising from emergencies
- develop your practice within the service setting e.g. reflect on your own practice in the workplace and take action to enhance your practice by using opportunities for development
- promote the safeguarding of individuals, for example establish your own understanding about safeguarding and what you must do in cases of actual or potential harm or abuse.

A supervisor will likely undertake a range of practice tasks which will vary widely depending on the setting.

It is likely supervisors in care at home services may undertake specific practices as noted in the guidance for supervisors in housing support services and, in addition, they may undertake specific practices noted within the skills sets for personal assistants, dementia, and complex physical care needs amongst others.

If you are a supervisor you will also undertake supervisory duties, for example:

- be responsible for the supervision of other workers, such as support workers, supervising their practice and monitoring compliance in relation to policies, procedures and best practice relevant to the assessment of risk, safe working practices and safeguarding.

Workers in a care at home service

A care at home worker is employed in providing care and/or support provided directly to someone who uses a care at home service.

A worker in a care at home service is likely to:

- always work under the direction/supervision of a more senior member of staff.

A worker is likely to undertake a range of practice tasks which will vary widely depending on the setting.

A few of the essential tasks that workers will undertake include:

- supporting effective communication in settings where individuals are cared for or supported
- keeping self and individuals safe and secure including carrying out health and safety checks before you begin work activities, ensuring your actions support health and safety, and taking action to deal with emergencies
- developing practice including reflecting on your current skills and knowledge in the workplace, taking opportunities to improve your practice and applying learning in the workplace
- supporting the safeguarding of individuals, for example clarify your own understanding about safeguarding and what you must do in cases of actual or potential harm or abuse.

More information

If you need more information about registration, please contact our registration team at: registration@sssc.uk.com or 0345 60 30 891.