Child Protection and Family Services Agency
Ministry of Education, Skills, Youth & Information
JOB DESCRIPTION AND SPECIFICATION

JOB TITLE	Health & Social Care Supervisor
JOB GRADE	Level 6
POST NUMBER	
DIVISION	Alternate Care Services Division
REPORTS TO	Manager, Residential Child Care Facility
DIRECT REPORTS	Health & Social Care Assistants
SALARY	$2,943,960.00 – $3,959,298.00 per annum

This document will be used as a management tool and specifically will enable the classification of positions and the evaluation of the performance of the post incumbent.

This document is validated as an accurate and true description of the job as signified below:

_____ _____
Employee **Date**

_____ _____
Manager/Supervisor **Date**

_____ _____
Head of Department/Division **Date**

_____ _____
Date received in Human Resource Division **Date Created/Revised**

JOB PURPOSE

Under the general direction of the Manager, Residential Child Care Facility, the incumbent oversees the delivery of care to the wards of the State resident in the Residential Child Care Facility (RCCF) and supervises the Health & Social Care Assistants assigned to the Facility. The incumbent ensures that the physical, psychological, emotional and spiritual needs of the children are met within a safe, nurturing and supportive environment, and promotes their holistic development and overall quality of life while they are resident in the Facility.

KEY OUTPUTS

- Wards of the State protected and cared for in a holistic manner

- Behaviour management programmes implemented
- Clean, safe and hygienic facility maintained
- Wards' needs addressed
- Accurate administration of medication monitored
- Current log of visits to children maintained
- Incident reports documented and submitted
- Current inventory of equipment and supplies maintained
- Health & Social Care Assistants supervised
- Shift rosters and work assignments prepared and reviewed
- Periodic reports submitted to the Manager within the designated timeframes

JOB RESPONSIBILITIES

Direct Care and Supervision of Children

- Provides basic counselling services to the children.
- Maintains a disciplined environment for children within the rules and guidelines of the Child Care Facility.
- Supervises the serving of meals for the children.
- Organises the distribution of clothing and other personal items to the children.
- Supervises all visits of children to the hospital, clinics, church and other places of interest, as necessary.
- Monitors the administration of medication as prescribed by the Medical Doctor and ensures that all medication is kept secure and out of the children's reach.

Behaviour Management and Child Development

- Mediates and handles conflicts and disputes between children.
- Indicates and participates in decisions where additional measures relating to behavioural treatment are necessary.
- Participates in the planning and coordination of behaviour modification programmes for children.
- Helps to lift morale and maintain a cooperative spirit amongst the children.
- Participates in the preparation of Care Plans.
- Attends Case Committee meetings as required.

Health, Safety and Facility Maintenance

- Monitors the cleanliness of the Facility and ensures the maintenance of a hygiene programme at all times.
- Ensures the procurement of clothing and other household items.
- Oversees the safe custody of equipment and supplies provided for the Facility.

Records and Reporting

- Prepares reports on critical incidents in accordance with standard guidelines and within the designated timeframes.

- Completes incident reports and reports on the state of the children.
- Monitors the logging of all visits to children by their parents/guardians.
- Maintains miscellaneous records relating to the care of the wards.
- Prepares periodic reports for submission to the Manager of the Facility in the prescribed format and within the designated timeframe.

Supervision and Team Management

- Supervises the Health & Social Care Assistants assigned to the Facility.
- Assigns duties for the shift and reviews work assignments.
- Maintains a log of hours worked by staff on shift.
- Completes Performance Appraisals for direct reports as required.
- Utilises the grievance procedure as necessary.

Other Responsibilities

- Attends staff meetings as required.
- Maintains the confidentiality of information obtained on the job.
- Performs any other related duties assigned from time to time.

PERFORMANCE STANDARDS

- Records of all children are updated and maintained at all times.
- Medication is secured at all times.
- Medication is administered according to prescription.
- Confidentiality is maintained at all times.
- Wards are supervised at all meal times on a daily basis.
- Adequate supplies and clothing for the personal care of children are available at all times.
- Scheduled recreational activities for children are implemented.
- Daily schedules of the wards are overseen and monitored at all times.
- Errands are completed in a timely, accurate and professional manner.
- Health concerns of wards are addressed.
- Children are accompanied for medical and counselling treatment as scheduled.
- The stipulated behaviour management system and guidelines are adhered to at all times.
- Incident logs are maintained in accordance with the stipulated procedure.
- A clean, safe and hygienic living environment is maintained.
- Health & Social Care Assistants are supervised and appraised within established timeframes.

JOB DIMENSIONS (AUTHORITY, SCOPE AND IMPACT OF JOB)

- Assigns duties to Health & Social Care Assistants
- Access to relevant records, including confidential information relating to children in the care of the Facility

- Implements disciplinary action where necessary and in accordance with established Guidelines
- Recommends the procurement of clothing, household items and supplies for the Facility

QUALIFICATION & EXPERIENCE

- Associate Degree in Social Work or Practical Nursing
- Supervisory Management certification
- Three (3) years' experience in a direct care or related environment

OR

- Any equivalent combination of education and experience

In addition:

- Valid Food Handler's Permit
- Valid First Aid and CPR certification would be an asset

REQUIRED COMPETENCIES

Behavioural	Level	Technical	Level
Oral Communication	4	Knowledge of the Child Care and Protection Act, Children (Adoption of) Act and other legislation relevant to the welfare and development of children	4
Written Communication	4	Knowledge of Child Protection and Family Services Agency procedures and practices	4
Interpersonal Skills	4	Knowledge of the Standards of Care for Residential Child Care Facilities	4
Teamwork and Cooperation	4	Knowledge of issues affecting children locally and internationally	4
Empathy, Care and Patience	4	Knowledge of the developmental stages of children	4
Listening	4	Supervisory Management and Performance Appraisal	4
Integrity and Confidentiality	5	Basic Counselling Techniques	4
Dependability and Courtesy	4	Behaviour Management Techniques	4
Leadership	4	Conflict Resolution and Mediation	4
Planning and Organising	4	First Aid, CPR and Emergency Response	4
Adaptability	4	Report Writing	4
Initiative	4	Medication Management and Administration Monitoring	4
Time Management	4	Record Keeping (daily logs, incident and visitor records)	4

Behavioural	Level	Technical	Level
Ability to multi-task, work under pressure and remain calm in emergencies	4	Housekeeping, Sanitation and Hygiene Standards	4
		Safe Food Handling and Meal Service	3

WORK RELATIONSHIPS

Internally	Externally
Manager and staff of the Residential Child Care Facility Health & Social Care Assistants Children's Officers Other staff of the Alternate Care Services Division	Parents and Guardians Schools Hospitals and health facilities Counsellors and other service providers Members of the Public

SPECIAL CONDITIONS ASSOCIATED WITH THE JOB

- Required to work flexible hours, including shifts, weekends and public holidays.
- Must possess the ability to multi-task and to work under pressure.
- Exposure to emotionally challenging situations.
- Frequent interaction with children who have experienced trauma.