



Job Description

Community Care Supervisor

Beehive Care & Training Group Ltd

May 2025

Job Purpose:

The Community Care Supervisor at Beehive Care & Training Group Ltd is responsible for leading and supporting care staff to deliver high-quality domiciliary care services. This role involves managing care plans, supervising staff, ensuring compliance with regulatory standards, and maintaining excellent customer relationships. The position also includes providing direct care when needed and participating in an on-call rota to ensure continuity of service delivery.

Key Responsibilities:

Staff Management:

- Onboard and orient care staff, fostering opportunities for personal and professional growth.
- Provide support through coaching, counselling, and disciplinary measures as necessary.
- Act as a role model for colleagues, promoting a culture of excellence and collaboration.
- Complete regular staff spot checks to ensure quality of care, adherence to care plans, and best practice.
- Conduct staff competency sign-offs to support safe, effective care delivery and professional development.

Care Planning:

- Develop personalised care plans that address the unique needs of customers.
- Regularly review and update care plans to ensure they remain effective and relevant.

Team Leadership:

- Lead team meetings, supervisions, and appraisals to encourage effective communication and professional development.
- Keep the team informed about organisational updates and developments.
- Interdisciplinary Collaboration:
- Collaborate with other professionals to ensure comprehensive, tailored support for customers.

Performance Review:

- Evaluate workloads and staff performance, identifying opportunities for training and development.

Compliance and Safety:

- Ensure all services comply with care standards and handle sensitive data responsibly.

Direct Care Provision:

- Deliver 15 hours of personal and practical care per week during contracted hours to support the team and meet customer needs.
- Be available to cover care calls outside of contracted hours if required; these additional hours will be paid separately in line with company policy.

On-Call Duties:

- Participate in the on-call rota, covering one full week (7 days) per month as a minimum.
- Provide guidance and support to care staff during out-of-hours emergencies.
- Cover care calls during on-call as necessary to maintain safe, consistent care services.



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General Responsibilities:

- Uphold the mission, vision, and values of Beehive Care & Training Group Ltd when engaging with stakeholders and staff.
- Set and monitor annual objectives within the organisation's appraisal framework.
- Attend training, team meetings, and supervision sessions as required.
- Carry out additional duties as necessary within the remit of the role.
- Keep the job description under review and participate in consultations for role updates.

Skills and Experience

Essential	Desirable
Supervisory and team leadership experience	NVQ Level 3 in Health and Social Care (or willingness to undertake)
Experience working within domiciliary/home care services	Experience in a supervisory role within domiciliary care
Ability to complete staff spot checks and competency assessments	Knowledge of CQC regulations and inspection processes
Strong conflict resolution and interpersonal abilities	Experience with electronic care planning systems
Proficient in English, both written and verbal	Training or assessing qualifications (e.g., PTTLs, AET, or equivalent)
Ability to prioritise and manage a varied workload effectively	Familiarity with safeguarding and MCA/DoLS best practices
High level of professionalism, confidentiality, and integrity	Experience in conducting supervisions and appraisals
Full UK driving licence and access to a vehicle	Understanding of risk assessment and care planning best practices
Flexibility to work outside of contracted hours and participate in on-call	Basic IT proficiency (MS Office, email, rostering systems)



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Location: Travel required across Mid and East Devon and West Somerset

Holidays: 28 days including bank holidays

Working Hours: 08:30 – 17:00, Monday to Friday

Note: This job description outlines the key tasks and responsibilities of the role and is not intended as an exhaustive list. The role may evolve over time to reflect the needs of the service and the development of the post holder.