

Compliance Assessor

Job Description and Person Specification

VERSION	3	NO OF PAGES	3 (inc this one)
DATE CREATED	October 2016	DUE FOR REVIEW	October 2017

FORM	Compliance Assessor Job Description and Person Specification	FORM NO	2098-F	Page 1 of 3
-------------	--	----------------	--------	-------------

FORM – Compliance Assessor Job Description and Person Specification

Job Purpose

Responsible for the community based management, and support for the care provided to service users , and support for community based staff

Accountabilities

- | | |
|---|---|
| <ul style="list-style-type: none"> ▪ To liaise with and support the Compliance Team on a daily basis to facilitate community based services ▪ Liaising with and providing support to all care staff and service users and their families ▪ To liaise with partner agencies and members of the multi disciplinary team involved with the service user to ensure the provision of integrated and safe services ▪ Liaising with the Compliance Team to action new referrals. Attending Service User’s first call to introduce the service and complete risk and needs documentation. ▪ To organise and attend Service User reviews, as directed by the Compliance Team, including reviewing and updating of needs assessment, care/support plan and risk assessment documents, medication documentation, and care notes. ▪ To liaise with community based staff on a daily basis to ensure the provision of safe and timely services for Carewatch service users and to support staff in the field ▪ To support the Compliance Team by carrying out spot checks on staff in the community and recording outcomes and support new staff in the community by assessing competencies ▪ To arrange for regular collection of care notes and Medication Administration Records ▪ To support successful operation of quality control systems ▪ To ensure all health and safety requirements are adhered to and met ▪ Responsible for all relevant data input on the Carewatch roster system ▪ To respond to community based emergency situations | <p>regarding service and staff information ensuring all records are up to date and accurate</p> <ul style="list-style-type: none"> ▪ To ensure implementation of Carewatch complaints procedure and respond to concerns and complaints effectively and report to the Deputy Manager Compliance ▪ To ensure that all changes to care schedules are recorded and reported, without delay, to the Team Planner ▪ Reporting any compliments or complaints to the Deputy Manager Compliance and assisting in investigations ▪ To be aware of the need to protect service users from abuse and reporting any suspected or alleged safeguarding incidents to the Deputy Manager Compliance and assisting in investigations ▪ Reporting any serious staff concerns to the Deputy Manager Compliance and assisting in investigations ▪ Reporting any incidents or accidents to the Deputy Manager Compliance and assisting in investigations ▪ Supporting the on call service to ensure it is adequately staffed and providing back up where necessary ▪ Being available to carry out care visits as and when the need arises as directed by the Compliance Team ▪ Completion of weekly activity planner ▪ Attending regular training updates as requested and having a responsible approach to continual professional development ▪ Prepare reports as required and to undertake such other duties, training and/or hours of work as may be reasonably required and which are consistent with the level of responsibility of this job. |
|---|---|

FORM – Compliance Assessor Job Description and Person Specification

Person Specification	
<p>To provide community based support to the Compliance Team to deliver safe, well managed and responsive services to Carewatch service users. Responsible for the completion of service user risk and needs assessments, care/support plans, reviews and medication documentation and collation of care notes as directed by the Compliance Team. Participate in the on call service</p>	<p>Function: Support/Care/Service Management Location: Community/Office Based Reports to: Registered Manager Direct Reports: Deputy Manager Compliance Criminal Record Check status: Enhanced DBS Check</p>
<p>Essential Skills</p> <ul style="list-style-type: none"> ▪ Good standard of education ▪ Good literacy and numeric skills ▪ Good IT skills ▪ Good telephone manner ▪ Experience of working within the Care Industry ▪ Working knowledge of planning and delivering home care ▪ Ability to maintain and develop professional relations with other members of the multi disciplinary teams ▪ Understanding of matching carers with service users ▪ Ability to remain calm under pressure ▪ Car owner and driver with clean driving licence <p>Desirable Skills Qualifications</p> <ul style="list-style-type: none"> ▪ Previous experience of a supervisory role ▪ Previous of customer service role ▪ Working knowledge of the Domiciliary Care sector and surrounding regulations and legislation ▪ Understanding of Regulatory Body functions and requirements ▪ Working knowledge of Staff Plan Roster ▪ NVQ or QCF Level 2 or 3 in Health and Social Care 	<p>Behavioural Competencies</p> <ul style="list-style-type: none"> ▪ Excellent communication skills ▪ Ability to work on own initiative and as part of a team ▪ Good planning and organisational skills ▪ Ability to cope under pressure ▪ Ability to cope with change ▪ Understanding the need for accountability ▪ Flexible approach to working hours <p>Suggested Performance Measures</p> <ul style="list-style-type: none"> ▪ Commitment to own professional and personal development ▪ Work Attendance <p>Additional Requirements</p> <ul style="list-style-type: none"> ▪ This post is subject to an enhanced DBS check