



Care Supervisor Role Specification

Winners of The Sunday Times Best Places to Work 2024 and Highly Commended in the Best Places to Work for Employees Aged 55+

We are looking for nurturing and caring individuals, with previous care experience, who want to play a pivotal role in the team, driving forward a successful home care business. In return, we will invest in developing your skills and mentoring you to achieve career progression. We offer a supportive team environment as well as benefits including:

- Performance related bonuses
- Regular, paid for, branch socials
- Two, fully paid for, overnight company events each year
- Ongoing mentorship programme with career progression
- Opportunity to learn wider business operation skills as well as developing experience in private care services.

About the role

Under the expert guidance of our Management Team, you will be welcomed into an extended team of supportive colleagues, and will learn everything required to help you do your role and grow Bright Care's local branch.

As a Care Supervisor, you will work with the team in recruiting, supporting and leading a growing team of dedicated Care Assistants.

You will effectively and professionally handle service enquiries and attend appointments with potential clients to explain our ethos. As a Care Supervisor, you will manage all aspects of a client's care and support for the duration of their journey with Bright Care. This includes client and carer matching and assigning visits, and ongoing care planning.

Forming good relationships in the community by networking and promoting Bright Care is an essential activity, to help grow the local branch.

What are we looking for?

It's essential that you fully align with our core company values; Can Do, Own It, Championing People and One Team. Additionally:

- **Building relationships:** You will be naturally talented at building relationships with people; a core part of the way we grow our local branches.
- **Commercial acumen:** Although it isn't essential to have experience in finance you will need to be willing to learn important metrics and business drivers to help understand your part in the bigger Bright Care picture.
- **Dream team dynamics:** You should recognise the people who are the right fit for the team, and be able to nurture and grow them to bring their best. You'll play a part in recruiting Care Assistants for the branch.
- **Leadership and management:** You should possess the combination of personality and leadership skills to make the team of Care Assistants want to follow your direction and motivate them to act towards achieving a common goal.
- **Customer care:** You will work within the regulatory care requirements and Bright Care's standards to deliver the best care experience for those that put their trust in us.

Additional details

This is a permanent full-time contract, and you'll be required to participate in the on-call rota Mon-Thurs too. This is a role that requires being office based. The annual salary is £35,000 - £45,000 depending on experience.

It is essential you have a driving license and your own car.

How to apply

To apply, please send your CV and covering letter to Lindsay McClive, Head of Operations: lindsay@brightcare.co.uk.