



Job Description – Out of Hours Supervisor

Hours	Mondays to Friday: 17:30 to 22:00 Saturdays and Sundays: 07:00 to 14:00 Saturdays and Sundays: 14:00 to 22:00
Location	Remote working
Responsible for	N/A
Accountable to	Home Care Manager
Salary	£14.06 per hour

Job Purpose

To provide effective leadership and oversight of the home care service during evening and out-of-hours periods, ensuring the safe, responsive, and high-quality delivery of person-centred care.

Main tasks and responsibilities:

Service Coordination and On-Call Support

- To act as the first point of contact during out-of-hours, responding to calls from care staff, clients and family members.
- To provide timely advice, guidance, and decision-making support to ensure safe and effective service delivery.
- To respond to urgent scheduling issues, including staff sickness, delays, or last-minute changes.
- To liaise with the Registered Manager or senior management where issues require escalation.
- To ensure all communication, actions, and decisions are accurately recorded within Charitylog, maintaining clear, timely, and compliant records.

Emergency Support

- To carry out emergency visits, including welfare checks and when unable to provide cover for cancelled shifts, ensuring clients are not left without essential care.
- To respond to emergency situations in a calm, professional, and timely manner, ensuring risks are managed effectively.
- To complete accurate and timely records following all visits, including actions taken, outcomes, and any required follow-up.

Quality, Safety and Safeguarding

- To undertake spot checks in clients' homes, observing care delivery to ensure staff are working in line with care plans, policies, and CQC standards.
- To provide immediate feedback, support, and guidance to staff, and to escalate concerns regarding practice, conduct, or performance as appropriate.
- To ensure all incidents, safeguarding concerns, and issues identified during visits or calls are recorded, reported, and followed up in line with organisational policies and procedures.

General

- Demonstrate excellent timekeeping, reliability and provide high-quality customer service at all times.
- Work in full accordance with all Age UK Enfield policies, ensuring equality, diversity, safeguarding, disability awareness, and organisational standards are consistently upheld.
- Attend required meetings, supervision sessions, and complete all relevant training.

Person Specification

Experience / Knowledge	Essential	Desirable
Level 3 (or above) Health & Social Care qualification or equivalent experience.		X
Knowledge of person-centred care, safeguarding adults, and CQC Fundamental Standards	X	
Experience of working in a domiciliary care setting	X	
Experience of responding to operational issues (e.g. rota gaps, incidents, or emergencies)	X	
Experience of maintaining accurate and compliant records within care systems	X	
An understanding of age-related problems and ways in which older people can be supported	X	
Skills / Abilities		
Ability to work independently and make decisions under pressure.	X	
Ability to coordinate services and respond to urgent changes, ensuring continuity of care	X	
Ability to maintain clear, accurate, and timely records	X	
Ability to respond to emergencies in a calm, professional, and solution-focused manner	X	
Experience of handling confidential and sensitive information in line with GDPR and data protection requirements.	X	
Personal qualities		
Clear commitment to equality, dignity and person-centred practice.	X	
Strong communication skills, with the ability to reassure, guide, and challenge appropriately	X	
High degree of empathy, understanding, diplomacy, honesty and integrity	X	
Strong team player	X	