

THE ROLE OF THE CARER LEAD

Do you know what your Carer Lead does?

The main role of a carer lead is to support and back up the Direct Care team to ensure they deliver the highest standard of service to our clients.

Carer Leads are pretty busy folk. Besides helping you out, they also handle:

- Planning for direct care staff resources and recruitment needs, plus managing the hiring process
- Keeping carers engaged with Prestige and their roles, which means looking after their satisfaction and wellbeing
- Overseeing carer performance to maintain high quality
- Ensuring carers have the skills and training they need to deliver great care
- Tackling admin issues for carers, like Mobility/App usage, compliance, unutilised hours, and excessive shifts
- Looking after carer safety and handling workplace injuries.

So, how does a Carer Lead support and guide the direct care team?

- They offer direction, supervision, and coaching to direct care staff through emails, phone calls, team events, or when necessary, through formal performance reviews
- They're the point of contact for any changes in availability or leave requests
- They're there to help if you get injured
- They support you in the workplace if you have concerns affecting your job
- They assist client coordinators in making the most of your availability
- They recognize and celebrate your amazing work!

What does success look like for your Carer Lead?

- Quality carers delivering quality services, resulting in high satisfaction results from client surveys and few complaints.
- A direct care workforce that's enough to meet the demands
- A direct care team that's happy, engaged, and safe, reflected in high scores on the annual staff engagement survey.

Please reach out to your Carer Lead for any assistance or queries.