



The role of a Duty Officer at the Jersey Care Commission

Duty Officer's play an integral role in the service delivered by the Jersey Care Commission (the Commission).

As a Regulator, our priority is to improve the health and social care outcomes for the people of Jersey. To spotlight this essential service, we spoke with one of our highly experienced Duty Officers to discuss their role and expertise.

What is the role of a Duty Officer?

We take calls, which the admin team forward to us. As the Duty Officer, our role is to provide support to people by answering questions or responding to concerns about issues related to Safety, Regulations and Standards of Care. The purpose is to be supportive and assist in ensuring people get safe care.

What does a typical day look like?

There is not a typical day.

The Duty Officer responds to any calls or emails that come through. These are usually from Registered Managers, care receives representatives or care staff. The call may relate to children and young people or adult services. Last year we had over 70 calls come through that required follow up action or advice from a Regulation Officer. We also triage notifications that Care Providers have sent through, determining if any action is required. But these could be on a range of issues related to care.

What are the common types of advice and support you will provide?

Most calls come from Registered Managers enquiring if their practice or any change they are considering aligns with the Regulations and Standards of Care under which they are registered.

Sometimes people call with concerns about their care delivery and want to check how the Care Commission may support them or what they can do to have their voices heard.

We also take calls from professionals considering setting up a new care service and advise on how to apply and what issues to consider.

What are the professional backgrounds of the Regulation Officers?

All the Regulation Officers are registered Nurses or Social Workers.

How does this tie to current roles?

Nursing and social work skills are used daily, when listening to and working with care receivers, their representatives and care staff. Reading and analysing information, evaluating and documenting the issues, which supports good care.

To contact the Jersey Care Commission with any questions please call + 44 (0)1534 445 801 or email enquiries@carecommission.je.