FAQ – How Do I Set Up Staff Categories and Roles in Care Control?

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How Do I Set Up Staff Categories and Roles in Care Control?

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When creating staff profiles in Care Control, each role must be assigned to a single category. This keeps your records organised and ensures responsibilities are aligned correctly.

Important: A role can only appear in **one category**.

Staff Categories and Roles

Category	Role(s)
Care	Carer, Support Worker, Care Assistant, Nurse
Management	Registered Manager, Manager, Office Manager, Lead Nurse, Lead Carer, Lead Support
Head Office MGMT	Director, Owner, Business Owner, Regional Manager
Administration	Admin
Agency	Agency
Domestic	Domestic, Housekeeping, Housekeeper

Category	Role(s)
Maintenance	Maintenance

Tips for Setup

- Assign each staff member the most accurate role under the correct category.
- If a role doesn’t seem to fit, check this table to ensure you’re using the right category.
- Remember: roles cannot be duplicated across categories.

Example

- A Nurse should always be assigned under the Care category, not Management.
- A Director belongs in Head Office MGMT, not Management.

Was it helpful ?

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