

Job Description – Care Coordinator

Position: Care Coordinator
Reports to: Registered Care Manager
Location: Refer to job advert
Hours of Work: Full Time

Role Purpose

To coordinate the delivery of care to clients, by taking responsibility for creating and optimising the staff rotas.

To ensure that high standards of care are delivered and maintained by working closely with team leaders and the senior carers in the field.

To support the care manager and directors deliver the growth targets for the business.

Accountabilities

Scheduling and Rostering

- To take responsibility for the continuity of care to clients and to ensure calls to clients are assigned at all times
- To optimise the staff schedules and rotas, taking into account time and distance between calls, HomeCarer and client preferences and other relevant factors
- To ensure that staff rotas are issued each week on a timely basis to a high standard, minimising the amount of rescheduling required each week
- To work with the Care Manager and placement officers of social services and PCTs to take on new clients and meet the growth targets for the agency, ensuring that carer and client preferences are met as best as possible
- To ensure that new members of staff are assigned work on completion of their employment checks and training, minimising the time it takes to build their weekly hours
- To ensure changes made to the master rota and staff rotas are reflected accurately in Staffplan on a timely basis so that accurate payroll and invoice data can be generated

Recruitment

- To assist with the interviewing of potential HomeCarers in accordance with the company's recruitment policies
- To reference check and CRB check potential HomeCarer's in accordance with the company's recruitment policies

New Client Enquiries

- To take new client referrals, explain our services comprehensively and follow up on all client enquiries professionally in accordance with the company's operating processes

Conducting Care Assessments

- Conducting care assessments and risk assessments with the support of the care manager

Training

- To assist with the coordination and delivery of training as requested.
- To ensure new staff are assigned work

Communication

- To liaise with and work closely with the Team Leaders and other members of staff and clients

Office Administration

- To take responsibility for office administration tasks as requested by the care manager or directors of the company

Other

- To take on the responsibilities of a Team Leader on an occasional basis as requested by the care manager or a director of the company
- To assist the care manager and directors in other aspects of the business as required

Following Procedures and Guidance

- Maintaining awareness and understanding of Better at Home policies and procedures e.g. moving and handling; health and safety; code of conduct etc.
- Attending training sessions as required
- Participate in corporate and statutory initiatives as required
- Treat all clients with respect and dignity and ensuring they receive an equitable service
- Maintain personal and client safety by adhering to proper procedures and using appropriate equipment and dress-code

General

- To undertake any other responsibilities and duties as appropriate to the nature and salary grade for the post
- This post, due to the nature of the work, is exempt from the provisions of section 4(2) of the Rehabilitation of Offenders Act, 1974. Applicants are therefore not entitled to withhold information about convictions which would otherwise be regarded as 'spent' under the provisions of the Act. In the event of employment, any failure to disclose such convictions could result in disciplinary action or dismissal

Codes of Conduct

All social care workers and their managers will be expected to meet the standards set out in the General Social Care Council's (GSCC)'s Codes of Practice. Any serious failure to do so will be dealt with by Better at Home. In the case of staff who are registered with the GSCC, this may additionally lead to investigation and action by the GSCC.

Data Protection Act

Under the provisions of the Act, it is the responsibility of each member of staff to ensure that all computerised personal information related to patients and other members of staff to which he/she has access in the course of employment is regarded as strictly confidential. Failure to adhere to this instruction will be regarded as serious misconduct and lead to disciplinary action.

Person Specification

Essential Criteria

1. Able to demonstrate understanding of social care values e.g. choice, privacy, dignity and independence
2. To be able to read, write and carry out basic arithmetic.
3. To be able to work under pressure and meet deadlines
4. To be skilled in working with computers (MS Office applications, email etc)
5. To be comfortable working with scheduling software (Staffplan) once training is completed
6. To enjoy working with people
7. To have a good telephone manner and excellent communication skills
8. To be organized and be able to plan work efficiently
9. To have empathy and a desire to improve peoples lives, demonstrating a non-discriminatory approach to colleagues and clients.
10. To like working in a rapidly changing environment

Desirable Criteria

- NVQ2 (Social Care) or higher.
- Previous experience of Staffplan
- A willingness and ability to undertake NVQ 3

Job Hazards

- Working with computers
- Occasional moving and handling of equipment or people 15kg+
- Verbal abuse and/or aggression
- Occasional lone working

All applicants who are invited to interview will be asked to complete a health declaration.

Medical conditions and health problems will never be used in a prejudicial or discriminatory manner when recruiting. Applicants will be judged on ability – any other test would be discriminatory and be in direct conflict to Better at Home's policy of equal opportunities. Reasonable adjustments will be made, where appropriate, to enable disabled people to carry out the job effectively.

This document is a guide to the current role and person requirements of this post. Reasonable changes may be made to the specific requirements of the job from time to time following consultation with the post-holder.