



JOB DESCRIPTION - CARE COORDINATOR

Reporting to the Registered Manager

It is the responsibility of the Care Coordinator to assist the Registered Manager to organize the day to day running of the service provision through the Policies, training, supervision and guidance provided by the Company.

It is the responsibility of the Care Coordinator to support the Registered Manager in achieving the aims and objectives of the Company and achieving the level of quality in the service provided to the Service Users in accordance with the Company's Quality Assurance Policy.

To assist the Registered Manager in marketing the services provided by the Company and liaising with commissioners, prospective Service Users, health professionals and other agencies connected with training and development of the service.

DUTIES AND RESPONSIBILITIES

To be responsible to the Registered Manager for the day to day service provision to the Service Users by producing detailed work schedules for the Care Workers and providing both written and verbal instructions/guidance to them.

To be conversant with the Care Standards Act 2008 for Domiciliary Care Regulations (National Minimum Standards) and legislation governing the service and other regulations concerning the provision of both domiciliary care and residential care services.

To be aware of the Quality Assurance Policy of the Company in the provision of a quality service to the Service Users.

To represent the Company in a professional manner at all times, on the telephone, face to face or in written communication.

To ensure that telephones are answered promptly and people are spoken to in a polite and respectful manner.

To maintain confidentiality at all times and carry out the Company's Confidentiality Policy.

To carry out the monitoring of the service in the field to ensure that it meets the quality targets of the Company, contractual requirements of the commissioners and the NMS

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and to keep the Registered Manager informed of the outcomes and issues that are identified.

To report to the Registered Manager any issues regarding the legislative requirements concerning the services provided and the staff providing them.

To visit Service Users and to make reviews of the written Care Plans, examine the written records of medication administration, finance and daily log notes kept by Staff as required by the Registered Manager.

To report to the Registered Manager any financial issues that have an impact on the overall budget.

To assist the Registered Manager with the recruitment, induction, training and supervision of Staff.

At the direction of the Registered Manager – to carry out spot checks and Supervision reviews of the Staff's performance.

To assist the Registered Manager in holding team meetings for Care Workers.

To produce reports as required by the Registered Manager.

To maintain accurate records.

HEALTH & SAFETY

To be familiar with the Company's obligations under the Health and Safety at Work Act 1974 and the other Health and Safety Regulations detailed in the Company's Health and Safety Policies.

At the direction of the Registered Manager - to carry out risk assessments under the Health and Safety requirements.

To keep the Registered Manager informed of the outcomes and issues that are identified concerning Health and Safety issues.

QUALITY CONTROL

To assist the Registered Manager to implement the monitoring and quality control processes under the Company's Quality Monitoring Policy.

To assist the Registered Manager in carrying out surveys, monitoring Staff performance, training and supervising Staff in Quality Control assessments.

To be familiar with and to implement the Company's policies and procedures and all legislative and regulatory requirements relating to the activities of the Company.

To be aware of the Quality Assurance Policy of the Company in the provision of a quality service to the Service Users.

To represent the Company in a professional manner at all times, on the telephone, face to face or in written communication.

To ensure that telephones are answered promptly and people are spoken to in a polite and respectful manner.

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GENERAL:

To assist the Registered Manager in the aim of the Company in providing a quality service by a team of trustworthy, well trained and reliable Care Workers.

Participate in the 'out of hours' call rota.

To carry out any other tasks required by the Registered Manager that are commensurate with the level of responsibility.

JOB SPECIFICATION:

Essential:

- Experience in care provision at a level that reflects the responsibilities of the post applied for
- Good literacy and numeracy skills
- Good presentation skills
- Computer literate
- Understanding of legislation concerned with care provision
- Administrative experience
- Full driving licence

Desirable:

- NVQ 2
- Professional qualification
- Experience as a supervisor or senior care worker or other role within a care providing organisation.

Competencies:

- Dedication and commitment
- Effective team player
- Good communication skills and time management
- Sound understanding of good care principles
- Ability to cope under pressure
- Calm and patient
- Ability to deal with change or emergencies
- Ability to display empathy and understanding
- Flexible and reliable
- Management skills

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SKILLS AND ATTRIBUTES

- Dedication and commitment
- Effective team player
- Good communication skills written and verbal
- Good administrative skills
- Good planning and organisational skills – time management
- Sound understanding of the principles of good care
- Ability to cope under pressure
- Calm and patient
- Ability to cope with change
- Ability to empathise and be understanding
- Flexible and reliable
- People management skills