

## Care Coordinator

### Care & Support (C&S)

Overview	
<b>Role Purpose</b>	This position is key to supporting us to deliver a high-quality service to our customers, enabling them to live life to the full
<b>Responsible for</b>	Ensuring the team of Domiciliary Care Officers deliver excellent personal care and support as determined by the customers' care/support plan
<b>Reports to</b>	Deputy or Extra Care Service Manager
<b>Line management</b>	Domiciliary Care Officers
<b>Date</b>	July 2019

Role relationships	
Internal	All colleagues based in our services, including those delivering housing management services to our customers; management; central support services based out of our head office
External	Families and carers of our customers, agencies working with us to support our customers, supporting in preparing for commissioners and CQC as directed by your line manager

Role accountabilities
<p><b>Key tasks:</b></p> <ul style="list-style-type: none"> <li>• Leading your team to ensure customers receive appropriate care as determined by their care/support plan <ul style="list-style-type: none"> <li>○ Ensure all customers have a regularly updated care/support plan</li> <li>○ Allocate your team weekly and daily activities to ensure the care/support plans are met</li> <li>○ Work with customers to ensure they determine and plan their own support</li> </ul> </li> <li>• Inspiring your team to promote customers' dignity, choice, rights and independence and ensure customers receive a high-quality service, leading your team to achieve maximum performance <ul style="list-style-type: none"> <li>○ Monitor, coach and supervise your team to ensure they are providing high-quality customer-led care and support</li> <li>○ Ensure accurate record keeping, ensuring we meet our contractual and regulatory requirements</li> <li>○ Liaise with internal staff to ensure customers' needs are met (e.g. housing management staff)</li> <li>○ Ensure all customer complaints are investigated and responded to promptly</li> <li>○ Take part in peer audits at the scheme and across the service</li> </ul> </li> </ul>

## Role accountabilities

- Supervising Domiciliary Care Officers, ensuring that their induction, training and development needs are met
  - Ensure your team are supported in their learning and development
  - Work with your team to ensure the scheme meets the statutory requirements for training and induction, producing training records and keeping them up to date
  - Provide regular supervision and appraisal for your team members
  - Ensure your team are working towards their Diploma in Health & Social Care (if they do not already hold it)
  - Recruit staff following NHG's recruitment policy and practice
  
- Promoting a pleasant, safe and non-institutional environment
  - Lead on specific customer activities to promote customer involvement at both scheme and department level
  - Work with your team to ensure the care and support they provide is customer-led
  - Ensure health and safety checks are carried out regularly and any action points are followed up in a timely manner
  
- Maximising income to the service and monitoring your budget
  - Keep voids to a minimum by quickly assessing new referrals and working with colleagues to ensure we have all the information we need to make an offer
  - Ensure any claims for potential grants/funds are made to ensure our income is maximised
  
- Working and networking with the local community and statutory partners to ensure the service is fully integrated in the community
  - Liaise with external statutory and voluntary providers to meet all customers' needs
  - Work with and encourage the use of advocates in planning customers' support and service development
  
- Continuously improving your skills, the skills of your team and the way you work
  - Work towards a QCF Diploma Level 3 in Health & Social Care (if you do not already hold it)
  - Keep your training up to date and attend required training courses/workshops to improve and refresh skills
  - Always look and behave in a professional manner (e.g. be awake and alert whilst on duty, including break times), promoting the reputation of NHG
  - Make sure you and your team are aware of and follow NHG policies and procedures

## General duties:

## Role accountabilities

- At all times follow the financial regulations, policies and procedures of NHG
- Understand the importance of taking care of your own health and safety and that of others; follow guidance outlined in NHG's Safety Management System

The tasks and responsibilities outlined above are not exhaustive, the post holder may undertake other duties as is reasonably required

## How do you meet the role requirements?

To do the job well, we have outlined the key behaviours we'll expect of you, and the knowledge, experience and skills you need to do the job. You'll be assessed on these criteria at various stages throughout the selection process.

## Role behaviours

Accountability and delivery	<b>Collaboration:</b> <ul style="list-style-type: none"> <li>• Challenge and support each other</li> <li>• Partnerships make us and our communities stronger</li> <li>• We are united and we are one NHG</li> </ul>
Communication and inclusion	<b>Integrity:</b> <ul style="list-style-type: none"> <li>• Act with integrity and openness</li> <li>• Motivated by the positive impact of our work</li> <li>• Independent, financially strong, with good governance</li> </ul>
Customer focus	
Service improvement	<b>Inspiration:</b> <ul style="list-style-type: none"> <li>• Inspired by what we do and where we've come from</li> <li>• Committed, relevant and make a difference</li> <li>• Belief that actions can change lives and communities for the better</li> </ul>

As NHG develops a new competency framework, behaviours for individual roles will be aligned as appropriate

## Essential knowledge, experience and skills

Professional expertise (know how & experience)	<ul style="list-style-type: none"> <li>• Proven experience of providing care and support</li> <li>• Thorough understanding of the contractual and regulatory framework for domiciliary care</li> <li>• Proven experience of staff management</li> <li>• Proven experience of liaison with external agencies</li> </ul>
Skills	<ul style="list-style-type: none"> <li>• Excellent literacy, numeracy and IT skills</li> </ul>

Qualifications and/or professional membership	Must have the ability to complete Skills for Care induction and QCF Diploma Level 3 in Health & Social Care (if not already)
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Role requirements	
DBS	<ul style="list-style-type: none"> <li>Enhanced DBS and barred list check</li> </ul>
Data and information processing	<ul style="list-style-type: none"> <li>Information/Data User (all staff)</li> </ul>