Care Coordinator

RESPONSIBLE TO: Support Manager

MEASUREMENTS: Quality of service provided, measured through supervision, appraisal and Client and Carers/Support Workers feedback against the SweetTree Charter.

PURPOSE OF POST: To co-ordinate the work of Carers/Support Workers to provide high-quality care and support to Clients to remain independent in their own homes, reflecting the objectives of the SweetTree Charter

MAIN RESPONSIBLITIES: The job involves a high level of telephone contact with Clients and Carers/ Support Workers to match the skills and experience of Carers/Support Workers to the individual needs of Clients

PRINCIPAL DUTIES OF ALL COORDINATORS

- To ensure telephones are answered promptly and people are spoken to in polite and respectful manner
- To maintain and upload accurate bookings on the client profile with accurate information and monitor log ins
- Anticipate clients support requirements at least 4 weeks in advance and issue weekly rotas to the relevant Carers/Support Workers
- To ensure the schedules on OneTouch are accurate and changes needed for the 'generation' of bookings are identified and flagged to the relevant manager as soon as possible.
- Ensure that the Carers/ Support Workers are matched to the client's preferences and requirement's whilst promoting equal opportunities and respecting diversity, different cultures and values
- Provide Carers/Support Workers with all relevant information and documentation prior to starting a shift
- To upload shifts to OneTouch and to monitor then highlight to the team any errors regarding care or client information
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- Liaise appropriately with professionals and family members who are part of the multi-disciplinary team of support for the client.
- Undertake monitoring wellbeing calls to Carers/Support Workers and update OneTouch with notes of the conversation
- In some instances, the Care Coordinator may be required to either accompany a Carer/ Support Worker for their first visit to introduce them to a new Client or provide emergency cover for a shift (if applicable)
- Participate in the On-Call Rota as and when required
- Ensure the independence & dignity of the clients is maintained
- Attend and input into SweetTree meetings
- To provide an outstanding service to Carers and clients to ensure that SweetTree maintains its reputation as a premier provider of care

- To work in accordance with the Health & Safety Act 1974
- To maintain confidentiality and observe data protection guidelines
- To contribute to the overall development of the service and promote a positive image of the clients and SweetTree Home Care Services
- To participate in training courses/ seminars held internally and by outside agencies.
- To prepare, attend and engage in your regular facilitations, appraisals and performance review accepting and providing constructive feedback
- To report deterioration in physical and/ or mental health, or safety of the environment and to report these as a matter of urgency to the manager or registered Manager
- To plan and organise travel arrangements for bank holidays including Christmas Day.
- To hold and manage facilitations and supervisions with Carers/Support Workers as required
- To cover and support client shifts where sufficient cover cannot be found
- To support managers with ad hoc or regular administrative tasks as required
- Any other duties as required

PERSON SPECIFICATION

Essential experience, skills or attitudes

- An outgoing and vibrant personality
- An ability and proven track record of forming positive working relationships
- An understanding of how health and social care is structured
- An understanding of the challenges faced by support workers and carers.
- Experience of care within the community is desired
- Ability to work without direct supervision
- Good planning and time management skills with strong people skills.
- Good time keeping
- Strong administration skills
- Good knowledge of MS Office packages (Word, Excel, Outlook and Access)
- Previous Care Coordination experience in a busy office environment, is desirable

WORKING CONDITIONS: Working hours will be 37.5 weekly. Terms and conditions of employment are as per employment contract and staff handbook.

DRESS CODE: A smart casual appearance is always required with sensible footwear. Jewellery must be kept to a safe minimum.