

## Care Coordinator

**RESPONSIBLE TO:** Care Coordinator 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 RESPONSIBILITIES:** 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 COORIDNATORS:

- 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 PeoplePlanner 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 People Planner 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 PeoplePlanner with notes of the conversation
- In some instances, the Trainee 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.
- 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.