

Job Title: Care Coordinator

Reports To: Registered Manager



Description of position

As a Care Coordinator, you will need to be an excellent organiser, communicator, mentor, motivator, problem solver and team player. In this challenging role you will need to be able to prioritise your workload with day to day tasks and any occurrences which may take place in that day/week.

Key Responsibilities:

- Producing the daily rosters for care workers using the designated roster system
- Implementation of and adherence to organisational policies and procedures
- Facilitating care assessments and reviews of customer requirements in accordance with guidelines
- Undertaking supervision/on site supervision with frontline employees
- Interviewing of potential care worker applicants
- Supporting with medication checks, transcribing, MAR Chart Auditing
- Undertaking of reconciliation of the ECM system
- Resolving any customer issues or complaints
- Updates job knowledge by participating in educational opportunities, reading professional publications, maintaining personal networks, and participating in professional organisations
- Supports with the writing of mandatory and additional care training
- Attends relevant train the trainer courses in order to be able to cascade train care certificate units to the frontline workers
- Delivers mandatory and additional training
- Undertake on site competency assessments of new and experienced staff members including but not limited to; medication spot check, IPC/PPE spot checks, Move & Assist practical assessments
- Manages the training Matrix And the scheduling of training in collaboration with the Care Manager
- Issues certificates for completed training and uploads the relevant evidence to the care roster system
- Partake in the branch on call rota
- Other office support duties as reasonably required

Person Specifications:

Essential

- Car Driver with access to own transport essential
- Minimum 1-year Domiciliary Care experience
- Desire to uphold high quality care delivery and principles
- Excellent customer service and telephone manner
- Able to work under pressure and prioritise

Desirable

- Previous experience as Domiciliary Care Coordinator
- Have knowledge of local neighbourhoods
- Previous experience in managing/Leading a team

All staff are required to respect the confidentiality of all matters that they might learn in the course of their employment. All staff are expected to respect the requirements under the Data Protection Act 2018 and the General Data Protection Regulation.

All staff must ensure that they are aware of their responsibilities under the Health and Safety at Work, etc Act 1974.

Signed Employer:

Date:

Signed Employee:

Date:

