

## Job Description – Care Coordinator

**Post Designation:** Care Coordinator

**Reports to:** Branch Manager

### Job Purpose

The role of Care Coordinator within Home Care Perfection is vital to the smooth running and effective distribution and delivery of care to our community and service users. The role main purpose is to manage the effective operation, organisation and planning of care workers and any other resources required. Due to the nature of our business effective and accurate record keeping is imperative and all records of daily care and support is to be kept in line with company policies and CQC requirements.

### Duties and responsibilities

- To create, amend or maintain schedules for all care workers in order to effectively schedule all necessary care & support work for service users utilising all available and appropriate staff in accordance with business needs, contractual requirements and service user requirements.
- To communicate with service users, their families, Homecare Support Workers and any other members of staff in a professional courteous manner at all times.
- To proactively manage any shortfall the care provisions for your geographical area and service users needs effectively at short notice in response to staff sickness, short term absence & planned holidays. Highlighting all concerns resource risks to the appropriate Branch Manager as soon as possible in order to avoid any safeguarding issues.
- Contact Homecare Support Workers in a timely fashion in order to communicate any schedule changes and to courteously request them to work additional hours, change shift, travel further to meet business, client user needs and demands.
- To receive and facilitate any new or amended referrals for care and support when received in branch as and when required, Care Coordinators are required to ensure that sufficient information is collected to allow the appropriate Branch Manager to make an informed assessment and be able to effectively pursue the referral.
- To proactively monitor, record & act upon On Call reports logging all relevant information on to our electronic rota system and play a part in the on call rota to meet the business needs.
- To monitor trends and lack of available work for Homecare Support Workers, and to alert the appropriate Branch Manager as soon as possible to ensure staff retention.
- To ensure that allocation of work to Homecare Support Workers is fair and consistent across all workers and is not allocated in breach of any policies and procedures including our equal opportunities policy.

- To ensure that all information held on the rota system is accurate, up to date and in line with GDPR and the Data Protection Act.
- To ensure that all data held and entered within the rota system and any company computer system is of a high quality and meets CQC requirements
- To ensure all up to date forms/paperwork is printed and available for the Branch as and when required and that all paperwork no longer in use, is disposed of correctly.
- To ensure files are maintained in a uniformed manner and relevant documentation is recorded on the rota system
- To deal with telephone calls and e-mails appropriately and record on the system in line with GDPR and the Data Protection Act in line all company policies and CQC requirements.
- To liaise with Homecare Support Workers at Branch Meetings under the instruction of the Branch Manager
- To ensure training is inputted on the rota system following instruction from Branch Manager
- To identify (with line manager) own training needs and take advantage of training opportunities aimed to extend individual skills appropriate to the job.
- To help establish and sustain good professional working relationships with clients, their families, relevant professional staff and Homecare Support Workers.
- Perform general office duties including but not limited to responding to email queries, photocopying, files, shreds, sort/distributes mail, provides reception and telephone services
- Understand and adhere to all Home Care Perfection company policies and work within any governing authority guidelines and requirements in order to provide first class service to all stakeholders of the company.
- To undertake any other duties as required that are deemed commensurate with the post.

This is not meant to be an exhaustive list. The job holder may be required to undertake such other duties as Management may from time to time reasonably require.

I have received a copy of the above Job Description and understand the terms

Signed ..... Date .....

Name .....