

DELIGHT SUPPORTED LIVING

CARE CO-ORDINATOR Job Description

JOB PURPOSE:

To assist the Registered Manager in all aspects of care management in the designated area.

RELATIONSHIPS:

Reports to: Registered Manager / Senior Care Co-ordinator

Responsible for: Self

Close Liaison with: Service Users / Clients
/ Recruitment Team

STANDARDS OF PERFORMANCE:

Accountable for achieving

- Adhere to all compliance requirements for Service Users and Employees
- Completion of relevant training
- Achieving agreed targets
- Achieving competency on the booking system
- Systems and processes to be in line with agreed best practice
- Demonstrate year on year improvement
- Local competitor database

KEY RESPONSIBILITIES:

1. Care Worker Management

- Assist in the recruitment of Care/Support Workers, observing current Delight Supported Living procedures and policies.
- Assist the Manager in the accurate and appropriate matching of Care/Support Worker to Service Users
- Assist with problems that may arise between Care/Support Workers and Service Users effectively on a daily basis.
- Communicate and liaise with all office personnel, social workers, Service Users and Care/Support Workers etc.

- Assist with “on call” duties at weekends, weekday nights and bank holidays.

2. Compliance

- 1 Observe legislative requirements according to the Working Time Regulations.
- 2 Observe Service User and Care/Support Worker confidentiality.
- 3 Observe Delight Supported Living Policy in relation to issues surrounding confidentiality.

3. Administration

- 1 Maintain accurate records for Care/Support Workers and Service Users. Record relevant details of all new Service Users and Care/Support Workers according to Delight Supported Living policy and keep all records updated using computer and manual systems.
- 2 Become competent in all areas of office management, with exceptions only at the Registered Managers discretion
- 3 Produce data for the Accounts Department as required.

PERSON SPECIFICATION - CARE CO-ORDINATOR

ESSENTIAL ATTRIBUTES

- 1 Understanding of legislation relating to Community Care.
- 2 Recognise problems and formulate solutions.
- 3 Ability to communicate both verbally and in writing.
- 4 Assessment and gathering information skills.
- 5 Organisational skills including scheduling work effectively, supervising staff and providing professional support.
- 6 Capable of accepting responsibility and coping with emergencies.
- 7 Positive attitude to own health and work attendance record.
- 8 Ability to implement and review Service User Plans and work with complex cases.
- 9 Car driver and access to car.
- 10 Basic computer literacy

DESIRABLE ATTRIBUTES

- 1 NVQ2 in Care qualification