

PJ37 - Job Description - Care Coordinator

VALUES BASED JOB DESCRIPTION AND PERSON SPECIFICATION	
Job Title:	Care Coordinator
Reports to:	Registered Manager
Job Overview: (Note: In addition to these functions employees are required to carry out such duties as may reasonably be required)	To provide leadership to care staff within Quay Care (Poole) Limited To provide care in accordance with current best practices, according to policy and procedures, agreed standards, legislative requirements, relevant regulations under the direction of the Manager To supervise the care delivery within the service To maintain skills at a current level, and undertake such training and development as may from time-to-time be required to maintain practices as up-to-date
Location:	Quay Care (Poole) Limited, but you may be required to work from other locations at the discretion of the company and with appropriate notice.
Working Hours:	5 days over a 7-day period, as agreed with the manager

Responsibilities and Duties of the Job	
Role Specific Duties:	Ensure Service Users are at the heart of the care delivery and their wishes and preferences enhance their wellbeing To ensure that all staff contribute to the efficient running of Quay Care (Poole) Limited and supervise staff To organise and co-ordinate care delivery in accordance with current best practices, according to policy and procedures, agreed standards, legislative requirements, and relevant regulations under the direction of the Manager and within the financial plans Ensure that the care service is delivered to Service Users at the times and for the duration specified in the relevant individual agreement(s) and contract standards
Working with Others:	Develop effective working relationships with other employees within Quay Care (Poole) Limited Work in cooperation with members of the multi-disciplinary teams to maximise opportunities for Service Users
Leading by Example:	Seek opportunities for personal and professional growth
Personal Responsibilities:	Attend statutory training and any other training as directed by the management

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Person Specification												
Specific Requirement for Qualifications					Essential		Desirable					
Good English - Written and verbal					☒	Yes	☐	No	☐	Yes	☐	No
RQF Diploma level3					☐	Yes	☐	No	☒	Yes	☐	No
Supervisory or management qualification					☐	Yes	☐	No	☒	Yes	☐	No

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Specific Requirement for Skills	Essential	Desirable
Proficient Written Skills		
Maintain all Care Plans/care records in accordance with Quay Care (Poole) Limited policy and audit care records following company policy to ensure compliance	☐ Yes ☐ No	☐ Yes ☐ No
Develop and maintain duty rota to meet the needs of the Service Users Quay Care (Poole) Limited supports		
Develop and maintain annual leave requests to ensure staff receive their annual leave and there are enough staff on duty to support people		
Leadership Skills		
Ability to induct and orientate new employees to the job role and service		
Organise and plan supervision and appraisals for care staff		
Provide and oversee staff providing Service Users with support/assistance as they accomplish daily tasks, including bathing, eating, dressing, grooming and using the bathroom	☐ Yes ☐ No	☐ Yes ☐ No
Dispense medication following Quay Care (Poole) Limited policies and procedures		
Ensure that the staff allocated, and the staff attending, each Service User have the relevant skills, knowledge and resources related to the opportunities and needs of that person		
Communicate any problems, concerns or changes to peoples' family members as needed		
Communication Skills		
Care Coordinators need to build rapport with Service Users by establishing personal connections and showing interest in their lives		
The post-holder should recognise the importance of effective communication within the multi-disciplinary team, with Service Users and their families/friends, whilst recognising people's needs for alternative methods of communication and respond accordingly	☐ Yes ☐ No	☐ Yes ☐ No
Excellent telephone manner is required to deal with staff and Service Users under pressure		
Ensure that each staff member is introduced to the Service User before or at the beginning of the first visit by that staff member, and that the Service User always knows who to expect at each visit		
Problem-Solving Skills		
Care Coordinators need to be able to adapt and address situations quickly	☐ Yes ☐ No	☐ Yes ☐ No
Plan, develop, implement and assess approaches to promote health and well-being, whilst recognising and reporting situations where there might be a need for protection		
<u>Manage travel delays and staff shortages to mitigate to the fullest extent possible the impact on the Service User, managing and minimising their distress and insecurity in such situations</u>		

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Specific Requirement for Previous Experience	Essential	Desirable
Previous experience of working in similar environment	☒ Yes ☐ No	☐ Yes ☐ No
Previous experience of working in similar supervisory role	☐ Yes ☐ No	☒ Yes ☐ No
Experience of working with Service Users, in particular, those that may have additional support needs	☒ Yes ☐ No	☐ Yes ☐ No
Knowledge of rota planning ensuring adequate staff on duty with correct skill mix and fair allocation of off duty/annual leave	☐ Yes ☐ No	☒ Yes ☐ No

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Value-Based Personal Qualities

Area	Specific Requirement
Working Together	Involve Service Users, family, external agencies & colleagues Speak up when things go wrong
Respect and Dignity	Understand person-centred care and can demonstrate treating people as individuals and respecting choices Promoting independence and encouraging appropriate risk taking
Everybody Counts	Ensuring no one is discriminated against or excluded Understand human rights and impact on care delivery Facilitating people to 'speak up' about concerns and acting upon them
Commitment to Quality of Care	Striving for quality in everything we do recognising and understanding what quality in care means for people using the services Being accepting about criticism and focusing on improvement Being open to new opportunities for learning and identifying the limits of skills and knowledge
Compassion	Treating people with kindness Understanding the importance of empathy in all areas of employment Understanding the values of others and always providing a caring service
Improving Lives	Focus on how things could be done better and sharing ideas Understanding of wellbeing and what is important to people using the service Improving outcomes for people Ensuring appropriate services are provided for people using the services

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If you would like to find out more about any of the current roles:

Please call us on 01202 671999

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Or email to: info@quaycarepoole.co.uk