

Role Description and Person Specification

Role	Care Coordinator	Post Hours	37.5 (FTE)
Work Pattern	Office need, between 8am – 6pm / rotational weekends	On Call	As per the rota
Location		Reports to	Registered Branch Manager

Our Vision

Providing the very best care with the very best people.

How You Contribute

To take full accountability for the operational performance of your designated area; ensuring that we deliver the very best care and support. You will manage and develop a team of Care Workers, working together to deliver against growth and quality objectives.

Your role has three main components that form our organisation's golden thread:

Quality

Promote the highest standards of care and support in line with the organisation's mission, vision, values and behaviours. Driving quality standards within all aspects of the business, ensuring we're getting better, every day.

Take accountability for your area, ensuring compliance with all organisational policies and regulatory requirements; whilst always striving to achieve kind and honest care delivery.

Continually assess how effective existing work patterns are, making sure they deliver the expectations of commissioned call times and that rotas are well planned for community carers.

Building positive relationships with customers through various methods, including but not limited to telephone calls and customer reviews; always liaising with community carers and the Care Experience Partner to seek feedback in relation to service delivery.

Always use the organisation's software programme in the correct way, seeking guidance and support if there are any queries.

People

Fully embrace and work by the organisation's mission, vision, values and behaviours.

Always maintaining adequate staffing levels to support existing delivery as well as building capacity to achieve the branch growth objectives as outlined by the Registered Branch Manager.

Develop community carers to support the objectives of the branch and the wider organisation, ensuring supervisions are meaningful and doing all that you can to make the community care team feel valued members of the branch. Always encourage a 'one team' approach, involving community carers when appropriate in operations, ensuring thanks when work has been done well and people have gone the extra mile.

Be confident in addressing concerns around quality of care when they arise. Tough conversations around performance and conduct may need to be driven by you in order to ensure we are delivering the best possible care. Reoccurring concerns should always be escalated to the Registered Branch Manager.

Providing the very best care with the very best people



Foster strong relationships with key contacts within the Local Authority you work with, especially in relation to Brokerage teams and social workers.

Return on Investment

Working to growth targets set by the Registered Branch Manager to meet monthly and yearly financial objectives for the branch

Acting proactively with Local Authority and Health commissioners, ensuring that our partners are always aware of our capacity to encourage branch growth

Promoting the organisation within the private market to expand channels of business

Our Behaviours

- We will be clear about what we do and why
- We say ‘thank you’ and ‘well done’
- We celebrate our colleague’s successes
- We listen, we learn, we act
- We acknowledge problems and always seek to find solutions
- We aim to improve through curiosity, opportunity and challenge

Your Key Characteristics and Experience

- Meet our organisation’s values and demonstrate the behaviours that define who we are
- Energetic, enthusiastic and positively embrace better ways of working
- A people person; has strong customer service skills and enjoys talking to people
- Solution focused, logically thinking about how problems can be solved
- Strong organisational skills and computer literate
- Full driving licence
- Experience of the domiciliary / healthcare sector is necessary
- QCF Level 3 in Health and Social Care or a willingness to work towards it

Name	
Signature	
Date	DD/MM/YYYY

Providing the very best care with the very best people

