

Role Description and Person Specification

Role	Care Experience Partner	Post Hours	TBC
Work Pattern	TBC	On Call	As per the rota
Location	TBC	Reports to	Registered Branch Manager

Our Vision

Providing the very best care with the very best people.

How You Contribute

Representing the organisation through initial visits, completing face to face personalised care and support plans along with regular reviews, you will be championing the organisational value 'working with you to give you the life you want.' As a community-facing role, you will be responsible for sharing best practice amongst our community colleagues, challenging and improving poor practice and motivating people to be the best they can be.

At times, you will be asked to deputise for the Care Coordinator so you will also be fluent in respect of office processes, especially around rota coordination. You will also be a champion for moving and handling and medication training.

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.

Understanding complex packages, identifying trends in health needs and being able to respond through relevant training for care colleagues.

Work closely with customers and family members where appropriate to write relevant, personalised care plans and lead on thorough reviews ensuring all identified actions are followed up on.

Building positive relationships with customers, ensuring effective communication and seeking feedback in relation to service delivery through community care colleagues and other Care Experience Partners.

Always seeking solutions to barriers around risk management and sharing best practice.

People

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

Providing both leadership and support to our community care colleagues through mentoring and supervision, taking the lead and setting high standards to newly recruited colleagues.

Always encourage a 'one team' approach, ensuring thanks when work has been completed well and colleagues have gone the extra mile.

Active participation in regional forums centred on sharing best practice, leading on specific training sessions and focus groups.

Providing the very best care with the very best people



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.

Instil, promote and maintain strong working relationships at all levels with colleagues and external partners within the Local Authority you work with.

Linking in with local voluntary organisations and sign posting where possible, sharing with community care colleagues so they can make appropriate referrals and recommendations.

Return on Investment

Continually striving to excellence and improvement within your designated area.

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
- Excellent written skills, writing care plans in a clear and concise way being detailed when needed
- Solution focused, logically thinking about how problems can be solved
- Strong organisational skills and computer literate
- Full driving licence
- Demonstrates commitment to equal opportunities
- Experience of the domiciliary / healthcare sector is necessary
- QCF Level 3 in Health and Social Care or a willingness to work towards it
- Maintain a personal commitment to your own professional development

Name	
Signature	
Date	DD/MM/YYYY

Providing the very best care with the very best people

