



## Job Description: Care Coordinator

### Reports to: Registered Manager

### Purpose of role

To support customers to enjoy the best quality of life they can in the comfort of their own homes. A supportive and calm manner together with excellent organisational and communication skills are vital for this important role in our company.

### Key responsibilities

Liaise with the registered manager to make sure there is sufficient cover to deliver all of the care and support plans on time. Make sure care workers with the right skills and experience are matched to deliver each customer's care and support plan. Ensure run and working patterns are efficient and logical. Effectively prioritise to meet unexpected emergencies and changes in care packages.

### Duties

- Use IT systems to allocate care workers to provide care and support to customers. Work with the Orchid Homecare coordinator (s) to appropriately match care workers to customers taking account of care worker skills, experience and travel arrangements and the customer needs and preferences. Complete and distribute rotas on a weekly basis.
- Liaise with the registered manager to make sure that sufficient staff with the right skills mix are available to meet the needs of the business. Arrange cover for care worker sickness, absenteeism or holidays.
- In some offices, take part in the out of hours emergency on-call rota. This will only be required after the post holder has received full training and has been assessed as competent to provide appropriate guidance and advice in emergency situations.
- Work with the office team to maintain up to date electronic and hand written records. Record and monitor mileage and travel distances. Make sure that accidents and incidents are recorded, reported and acted upon.
- Keep all information about customers and their families secure and confidential.
- Carry out general office duties. Prepare reports as required by the registered manager.
- Provide advice, induction, training and supervision to support coordinator as required.



- Assist with investigations relating to the quality of the service and implement improvement actions.
- Talk to customers and their chosen representatives about their care and support taking account of different communication needs and levels of understanding.
- Work with the Orchid Homecare team and other health and social care professionals to deliver high quality homecare services.
- Apply Orchid Homecare policies and procedures at all times.

This list is not exhaustive and from time to time you may be required to undertake additional duties. We will provide full training in line with regulatory requirements.

## Role specification

We have provided a picture of skills, knowledge and experience required to carry out this role. We will use the essential criteria to select suitable applicants for this post. You should demonstrate, using examples where possible, how you meet the essential criteria.

Essential criteria
<b>Personal attributes</b>
Understanding of the range of customer needs and the nature of homecare
Commitment to non-discriminatory care practice. Respect for people suffering from a range of medical conditions with different backgrounds and beliefs to your own
Self-motivated and keen to learn. Willing to seek guidance when needed and to follow instructions
Excellent time keeper and reliable
<b>Knowledge and skills</b>
Excellent organisational skills - ability to plan and organise workloads effectively so that customers receive the services that they expect and are safe
Ability to maintain clear and accurate written records and follow statutory reporting procedures
Good administrative and IT skills



Ability to communicate clearly and build positive working relationships with customers, their families, Orchid Homecare staff and other health and social care professionals. Good telephone manner and interpersonal skills
Knowledge of what confidentiality means in relation to homecare services and why this is important
Sound knowledge of the local area
Ability to think clearly when under pressure. Comfortable using own initiative to solve problems or as part of a team especially in an emergency
Ability and willingness to follow Orchid Homecare's policies, procedures and instructions
<b>Additional requirements</b>
Willingness to work flexibly and to keep knowledge and skills up to date
This role will require you to obtain an Enhanced Disclosure from the Disclosure and Barring Service formally known as the Criminal Records Bureau (CRB) Disclosure
Full drivers licence and Class 1 business insurance

<b>Desirable Criteria</b>
Knowledge of how to recognise abuse and safeguarding procedures

I agree to fulfil the duties and responsibilities to the best of my ability within this role.

Name:
Signature