

Role: Care Co-ordinator

Reports to: Service manager

Management of: N/A

Job description

To support a Service Manager in the co-ordination of administrative staff and the co-ordination of support workers for people with learning disabilities. To facilitate clients of Citizenship First to promote their independence.

Co-ordinating and motivating a team of support workers to provide support services. Working alongside a Service Manager ensuring that all staff are trained, and develop the relevant competencies to fulfil required contractual services.

Ensure that all team members receive the necessary training and development needed so they can perform their duties to the required standard.

Ensure that services are delivered in line with all contractual obligations and that staff are all kept up to date with the Staff handbook.

Responsible for the co-ordination of support workers and any relevant back office administration relating to the provision of services.

Ensure that service is delivered to clients, co-ordinating this service and ensuring that resources are in place to deliver contractual obligations

Responsible for the co-ordination of support workers ensuring they deliver the allocated support service hours according to staff handbook, contract and budgets

Management and monitoring of the support workers ensuring that support services hours are allocated accordingly

Ensure that staff in support roles are aware of contractual standards and are aware of the staff handbook

Manage administration staff and co-operating with colleagues to work together to ensure effective and efficient service delivery

Co-ordinate support workers ensuring their inductions, supervision and mentoring are competent and effective to allow them to support effectively, reporting to

Service Manager where standards are not being met

Schedule and carry out observations for all support workers in their team(s) and identify and manage any necessary changes

Assist in the development of new services within the team and identify and manage the changes required

Provide on call (and emergency) support on a rota basis for identified services, reporting any issues or concerns immediately to the Service Manager, seeking advice where appropriate.

Support team members complete client documentation

Undertake the administration function for the office including the processing of timesheets, period returns and expenses

Ensure that all staff are aware of their responsibilities in relation to timesheets, period returns and expenses and communicating this effectively to them

Embrace the use of StaffPlan within the department

Take a lead on resolving timesheet & expense queries

Expected to provide support in extreme situations or emergencies however this is not expected to be a regular occurrence should there be effective management of rotas

Ensure workload is distributed evenly and fairly between team members

 **Essential**

Previous experience of administration within the support and/or care sector

Desirable skills/attributes/experience

- Excellent communication skills both oral and written
- Sound understanding of good care principles
- Good planning and organisational skills
- Previous experience within the support and/or care sector
- Strong administrative skills
- Excellent IT skills including Microsoft Office and Staffplan
- Skilled in assessment and care planning
- Ability to cope with pressure
- Even-tempered and patient
- Ability to cope with change
- Ability to display empathy and warmth
- Organised and methodical

Circumstances

- Must have full driving licence
- Ideally working towards a management qualification
- Must have an enhanced DBS check

Key competencies

- To be able to plan, allocate and evaluate the workload of all staff
- To be able to develop and maintain the quality control system
- To have a strong knowledge of the requirements of the Care Standards regulations
- To understand and implement legislation and regulations relevant to clients
- To be able to create and maintain administrative systems
- To be able to recruit, select and effectively supervise a dispersed workforce
- To be able to implement induction programmes, and to identify and provide for on-going training needs
- To be able to establish and maintain effective working relationships
- To be able to develop and maintain good assessment and review procedures which become the foundation for appropriate care plans
- To be able to ensure that appropriate kinds of intervention take place to meet the service user's needs and rights
- To have an excellent working knowledge of Health and Safety and all other legal aspects

This is not an exhaustive list and from time to time other duties may be required on an organisational need basis.

Salary guide £17 – 18,000

Do you have the ability?

▶ The ability to work in a truly person centred way

Everyone is different; understanding and respecting this is key to being a great Senior Co-ordinator. Working with us means really taking to time to understand each person you support, what their dreams are, what their needs are, and how to motivate and engage with them. We need people who are open-minded, work with empathy, and look for the *ability* in each individual.

Can you demonstrate you are....

- ▶ Skilled in building positive relationships based on respect and understanding?
- ▶ An effective communicator who can adapt your approach to suit the needs of each individual?
- ▶ Able to comfortably work with key people from an individual's life including family members and professionals to ensure a holistic approach and the best possible service for that person?

▶ The ability to understand and assess risk

Can you demonstrate you are....

- ▶ An effective recorder and communicator, who can pre-empt potentially risky situations and put safety measures in place.
- ▶ Ensure that all care services comply with the Health and Safety Act and Regulations, Care Standards Act and Regulations, General Social Care Council Codes of Practice, any other legal or contractual obligations and Citizenship First policies and procedures.
- ▶ Register as the Senior Co-ordinator on behalf of Citizenship First with the Care Quality Commission.
- ▶ Ensure and promote the health and safety of staff within the work environment.
- ▶ Obtain and display all required certificates and licences.

Undertake any other duties consistent with the objectives of the post.

Do you have the ability?

If you think you have the ability; apply for a senior co-ordinator role with us today!