

Care Coordinator (Home Care)

Grade 9

Our Vision

We have a clear vision for Staffordshire - an innovative, ambitious, and sustainable county, where everyone has the opportunity to prosper, be healthy and happy

Our Outcomes

We want everyone in Staffordshire to:

- Have access to more good jobs and share the benefit of economic growth
- Live in thriving and sustainable communities
- Be healthier and more independent for longer

Our Values

Our People Strategy sets out what we all need to do to make Staffordshire County Council a great place to work, where people are supported to develop, flourish, and contribute to our ambitious plans. Our values are at the heart of the Strategy to ensure that the focus is on what is important to the organisation and the people it serves:

- Ambitious – We are ambitious for our communities and citizens
- Courageous – We recognise our challenges and are prepared to make courageous decisions
- Empowering – We empower and support our people by giving them the opportunity to do their jobs well.

About the Service

Staffordshire County Council are a provider of regulated and non-regulated social care services for adults. Known internally as 'Provider Services', our mission is to provide opportunities and choice so that individuals can thrive, and our vision is to be leaders in creating a future where people with complex needs can thrive.

Provider Services are a CQC regulated provider with services including residential care homes, bed-based respite, supported living and home care. In addition, these services offer centre-based and community-based support to provide the people we support with opportunities for meaningful activities and outcomes so they can live their best life.

All posts within these services are subject to an enhanced DBS check.

Reporting Relationships

Responsible to: **Assistant Manager**

Responsible for: **Senior Support Facilitator(s) and Support Facilitator(s)**

Working flexibly across various care settings, delivery approaches and locations, you will manage the team(s) and undertake support duties to deliver the day-to-day operations of services in home settings. You will ensure an excellent level of care to enable the people we support to have a comfortable and dignified life where they are empowered to achieve their ambitions. As the most senior person on duty, you will be responsible for resolving problems and ensuring the smooth running of the service.

Key Accountabilities:

This job description provides an indication of the main duties involved in supporting individuals in their own homes but is not intended to be an exhaustive list of tasks and duties which will ultimately be determined by the requirements of the service.

Person-Centred Care

- Positively involve and empower people in line with a person-centered approach, and create an atmosphere which supports individuals to thrive, where people's independence is promoted, and the voice of the individual is heard.
- Maximise integration with the local community, to include utilising community-based activities to meet individual needs.
- Assure the assessment, development, implementation, and reviews of person-centred care and support plans and risk assessments for people referred to the service, consulting with and involving individuals and

others where appropriate, ensuring all care and support is personalised, tailored, and meets stated individual outcomes and in line with policy.

- Audit and assure that the medication administration and the safe handling of medications and records is in accordance with policies and procedures.
- Ensure that staff meet individual's personal and other care needs in line with their care and support plan and objectives, always respecting their dignity and privacy and following moving and handling requirements, training, and guidance.
- Liaise with families/carers and other professionals creating positive relationships and assisting the people we support to stay well and in touch with family, friends, and the community.
- Manage the assessment of service referrals and match staff to demand to ensure effective delivery of service

People Management and Leadership

- Ensure the smooth running of the service with day-to-day oversight and direct line management and supervision of designated staff on duty including staff rotas, absence, training, and leave.
- Guide, coach and motivate all staff, encouraging the development and maintenance of good professional standards in practice and an appropriate attitude to the needs and rights of the people we support.
- Working in partnership with internal and external stakeholders to coordinate resources to meet the needs of the service and the people we support.

Flexibility and Innovation

- Relate to and ensure the right support for people for adults with personal care and reablement needs including behaviours that challenge and complex health needs, being able to respond flexibly/effectively to changing needs including being creative in supporting individuals to thrive.

- Use systems and procedures to monitor, maintain and improve standards.
- Support and encourage the increasing use of systems and technology to improve efficiency and services.

Meeting Standards

- Comply and work within current procedures in relation to safeguarding, liberty protection safeguards, the Mental Capacity Act, the Care Act 2014, and other relevant legislation, ensuring staff compliance.
- Audit and assure the quality of service delivered, the efficiency and effectiveness of staff designated to this post. Report to the Assistant Manager or Service Manager trends, issues, or improvements.
- Understand the financial constraints and contribute to the management of the overall budget.
- Ensure all records, reports and accounts are accurately maintained and processed, in line with GDPR requirements, privacy and confidentiality agreements.
- Coordinate the implementation of Health and Safety legislation and departmental policy and procedures including risk assessments, safe systems of work and reporting.
- Support the implementation of premise management policies and procedures as necessary.
- Ensure the service complies with all relevant regulatory and legislative frameworks, including completing all relevant notifications as applicable to the service or setting.
- Implement and follow infection prevention control procedures, including the correct use of PPE as required.

Other Duties

- Drive Staffordshire County Council or private vehicles for work purposes as required.

- To undertake any other duties and responsibilities commensurate with the grading of the post including deputising for the Assistant Manager as required, to ensure the needs of individuals and services are met.

Professional Accountabilities:

The post holder is required to contribute to the achievement of the Council objectives through:

Financial Management

Personal accountability for delivering services efficiently, effectively, within budget and to implement any approved savings and investment allocated to the service.

People Management

Engaging with People Management policies and processes

Equalities

Ensuring that all work is completed with a commitment to equality and anti-discriminatory practice, as a minimum to standards required by legislation.

Climate Change

Delivering energy conservation practices in line with the Council's climate change strategy.

Health and Safety

Ensuring a work environment that protects people's health and safety and that promotes welfare, and which is in accordance with the Council's Health & Safety policy.




Safeguarding

Commitment to safeguarding and promoting the welfare of vulnerable groups.

The content of this Job Description and Person Specification will be reviewed on a regular basis.

Person Specification

A = Assessed at Application
I = Assessed at Interview
T = Assessed through Test

Minimum Criteria for Disability Confident Scheme*	Criteria	Measured by
	Qualifications <ul style="list-style-type: none"> NVQ Level 3 or willing to work towards level 3. 	A/I
	Knowledge and Experience <ul style="list-style-type: none"> Relevant work and supervisor experience within a social care provider setting Experience with administering medication and completing medication competency assessments. Knowledge and understanding of the needs of people with social care and complex needs. Knowledge of health and safety requirements in home care settings, including safe staffing ratios. Knowledge of the legislative and regulatory frameworks affecting vulnerable adults Knowledge of care planning and reviews and evidence of a commitment to achieving positive, personalised outcomes for individuals Knowledge of the principles of person-centred support, reablement, active support model and strengths-based approaches Knowledge of risk management and positive risk taking and experience assessing, managing, and mitigating risks Experience of investigating any incidents and medication errors. Experience in the management of staff, including supervision and performance management. Experience of promoting genuine community participation and inclusion for people with care and support needs Experience of using Access people planner and care planning is desirable. Commitment to maintain a professional knowledge base, staying abreast of developments in the social care field in relation to national agendas. 	A/I
	Skills and Abilities <ul style="list-style-type: none"> Demonstrable commitment to the values and ethos of the service and own continuous professional development Enthusiastic about working with people with social care needs and strong commitment to our values 	A/I

	<ul style="list-style-type: none"> • Able to be caring, sensitive and patient while supporting people to be as independent as possible. • Ability to resolve day-to-day problems, emergencies, and issues through professional judgement. • Conflict resolution and negotiation skills • Ability to remain calm in challenging situations • Able to adapt and respond positively to change • Ability to work effectively under pressure and prioritise workloads • Ability to manage, motivate, coach and support staff • Ability to work in a team and nurture a team to reach their potential • Ability to plan and facilitate your own area team meetings to discuss and address any staff ideas and issues. • Demonstrable communication skills including the ability to communicate effectively with staff at all levels and build good relationships with relatives and other professionals • Possess interpersonal skills, including the ability to relate positively to the people we support • Technical ability to demonstrate information and communication technology skills • Demonstrate verbal and written English and numeracy to be able to maintain accurate records • Physically able to assist with personal care and support needs, which will include moving and handling, the ability to support people who use a wheelchair in the community, and the ability to support with behavioural needs. • Ability to travel independently across the county to cover work as required <p>This post is designated as a casual car user</p> <p>The postholder will be expected to work flexibly across the week according to business need, undertaking a range of shifts that may include weekend, and bank holiday working and days, evenings, split shifts. Rotas are subject to change depending on business need.</p> <p>The postholder will be expected to work flexibly across Provider Services, different care settings, delivery approaches, and locations as required.</p>	
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If a disabled person meets the criteria indicated by the Disability Confident scheme symbol and provides evidence of this on their application form, they will be guaranteed an interview.

We are proud to display the Disability Confidence Symbol, which is a recognition given by Job centre plus to employers who agree to meet specific requirements regarding the recruitment, employment, retention, and career development of disabled people.

If you need a copy of this information in large print, Braille, another language, on cassette or disc, please ask us by contacting **Liberata Employee Services Team on 01905 947446**