

# Care Coordinator (Home Care)

Grade 9

## Our Vision

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 the people of Staffordshire
- 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 promote opportunities, independence, and choice so that individuals can thrive, and our vision is to be leaders in providing innovative and inspirational care and support.

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 and will require a pre-employment health assessment as part of the onboarding process.

## **Reporting Relationships**

**Responsible to:** **Assistant Manager**

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

As a Care Coordinator you will manage the team(s) to deliver the day-to-day operations of services in home settings. You will ensure an excellent level of planning and coordination to enable remote staff teams to support people in their homes and communities, optimising efficiency and use of resources.

## **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**

- Ensure the development, implementation, and reviews of person-centred care 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, meets stated individual outcomes and is reflected in the scheduling of care visits.
- 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.
- Manage the timely assessment of service referrals and match staff to demand to ensure effective and efficient delivery of service.

- Work in partnership with families/carers, other professionals, and internal and external stakeholders to create positive relationships that meet the needs of the service and the people we support.

## **People Management and Leadership**

- Ensure the smooth running of the service with day-to-day oversight and direct line management and supervision of remote 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.

## **Flexibility and Innovation**

- 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 and efficiency of the service. Support and encourage the use of systems and technology to improve efficiency.

## **Meeting Standards**

- Ensure the service complies with all relevant regulatory and legislative frameworks, in relation to safeguarding, liberty protection safeguards, the Mental Capacity Act, the Care Act 2014, and other relevant legislation, ensuring staff compliance and completing all relevant notifications as applicable to the service or setting.
- Audit and assure that the medication administration and the safe handling of medications practice and records are in accordance with Policies and Procedures. Report trends, issues, or improvements.
- 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. Ensure compliance with infection prevention control procedures, including the correct use of PPE as required.

### **Other Duties**

- Participate in an on-call rota to support the staff team.
- 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 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

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

	<ul style="list-style-type: none"><li>• Able to be caring, sensitive and patient while supporting people to be as independent as possible.</li><li>• Ability to resolve day-to-day problems, emergencies, and issues through professional judgement</li><li>• Conflict resolution and negotiation skills</li><li>• Ability to remain calm in challenging situations</li><li>• Able to adapt and respond positively to change</li><li>• Ability to work effectively under pressure and prioritise workloads</li><li>• Ability to manage, motivate, coach and support staff</li><li>• Ability to work in a team and nurture a team to reach their potential</li><li>• Demonstrable communication skills including the ability to communicate effectively with staff at all levels and build good relationships with relatives and other professionals</li><li>• Possess interpersonal skills, including the ability to relate positively to the people we support</li><li>• Technical ability to demonstrate information and communication technology skills</li><li>• Demonstrate verbal and written English and numeracy to be able to maintain accurate records</li><li>• 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.</li><li>• Ability to travel independently across the county to cover work as required</li></ul> <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 the

**Talent & Resourcing Team on 01785 278300**

