



Job Description

Job title: Care Co-ordinator **Employed by:** Crossroads Together

Responsible to: Area Manager

Responsible for: Locality Administrators, Carer Support Workers & Senior Carer Support Workers

Job Purpose

- To manage and monitor the day-to-day operations of the location services ensuring that the needs of carers and people with care needs are met
- To ensure that support and care is delivered to families, making efficient and effective use of the resources available to the organisation, the care budget and within the Crossroads Together criteria
- To ensure compliance and quality are in line with all relevant legislation including CQC
- To work with the area manager to develop our range of services to meet the needs of the local community and to explore opportunities to grow and develop the organisation by working with commissioners and stakeholders

- To provide 'out of hours' on call duties on a rota basis shared amongst the care coordinator team
- As and when required to fulfill all duties as outlined in the carer support worker job description

Key Responsibilities

Care Quality

- Have a comprehensive understanding of the Care Quality Commission and their 5 key standards
- Carry out initial assessments of carers and new service user needs to formulate person centred care plans
- Following all initial assessments and reassessment, input all relevant information onto the database
- Carry out initial risk assessments, document risks and formulate action plans in accordance with Health and Safety at Work legislation
- Ensure that reassessments of service users and carers, modifications to care plans and risk assessments are completed effectively within guidelines and appropriate time scales
- Liaise with the area manager, locality administrators, carer support workers and service users with regard to care needs to ensure a fully co-ordinated service to include accurate, workable rotas and other relevant information to ensure a high quality service is maintained
- Undertake cross reference and review quarterly quality audits of service user files and data stored
- Follow Crossroads Together policies & procedures and ensure appropriate updates and documents are cascaded to all staff teams
- Work with the locality administrator to ensure carer support worker schedules are completed effectively to ensure client's needs are met
- Work towards achieving targets as set by the area manager e.g. current contract targets, delivery of care hours, supervisions/appraisals etc
- Liaise with service users and carer support workers as necessary regarding rota changes or other relevant information to ensure a high quality service is maintained
- Work in partnership with other professionals, such as occupational health, social workers and health visitors to ensure that the needs of the service user are met
- Report the need for an investigation into any reported accident/incident to the area manager

- Ensure Crossroads Together and the local authorities safeguarding policy and procedures relating to vulnerable adults and children are followed
- Report any concerns of the quality of service delivery to the area manager

Leadership & Management

- Manage and lead a team of carer support workers and other direct reports by using effective and timely completion of supervisions, competence assessments and appraisals
- Manage the performance of staff, using one to ones, and report any concerns to the area manager
- Manage staff sickness and absence monitoring
- Manage recruitment in location working alongside the HR team and following legislation and safer recruitment processes
- To support with disciplinary matters and grievances at the appropriate senior level in line with Crossroads Together policies and procedures
- Participate and deliver regular staff team meetings to ensure staff are kept up to date with operational practices and organisational change
- Support direct reports to develop skills and signpost to relevant training courses suitable and as required in their role
- Work alongside the training manager to support in the delivery of local induction and update training
- Proactively work with the area manager to develop the service, including attendance at relevant external conferences, seminars and networking events
- Liaise with the marketing and communications officer to ensure services are promoted via social media and appropriate marketing materials and made available where agreed by the area manager

Monitoring

- Monitor the quality of services delivered by undertaking six-weekly telephone reviews to new service users/carers to ensure compliance with relevant regulatory requirements of CQC and or other quality standards
- Monitor incoming referrals in accordance with Crossroads Together policies and procedures
- Monitor the quality of services delivered to ensure compliance with relevant regulatory requirements and the essential standards for quality and safety as regulated by the Care Quality Commission
- Develop professional working relationships with stakeholders including local authorities, commissioners and private customers

- Work with the area manager to ensure monitoring returns are completed on time and that compliance, outcomes and budgets are met for service delivery within the requirements of the contracts
- Work with the area manager promoting Crossroads Together by attending and delivering presentations and talks to local groups and organisations on the role and work of the organisation

General Responsibilities

- To contribute to effective team working across the organisation including all trustees, staff and volunteers
- At all times to act in accordance with Crossroads Together Policies and Procedures, Code of Conduct and Confidentiality Policy
- To assist Crossroads Together in its commitment to promote and provide high quality services to carers and service users adhering to Crossroads Together Policies and Procedures and the Care Quality Commission Inspection standards
- To attend study days/training courses for professional development and to meet the requirement of the organisation
- To attend team meetings, supervision and appraisal meetings with the relevant line manager
- To comply with the Health & Safety at Work Act 1974 and with Carers Trust policy, paying particular attention to the reporting of dangerous situations
- To have a commitment to developing quality by the implementation of Crossroads Together quality evaluation tools along with any other standards set
- To respect the personal choice and lifestyles of colleagues, carers, and people with care needs, ensuring that equal opportunity principles are applied at all times
- Energy Efficiency - To actively promote and uphold efficiency in all areas and be aware of own environmental responsibility within the office, community, role and responsibility including reusing, recycling and reducing materials
- To ensure that delivery of the service is underpinned by a commitment to equality of opportunity and diversity
- To ensure confidentiality is maintained at all times, this could lead to disciplinary action if not upheld
- To undertake any other duties commensurate with the post holder's grade as requested by the line manager

Hours of work

Working hours will be predominantly 20 – 25 hours per week, Monday to Friday. However in order to meet the needs of the service, it may be necessary at times to work outside of office hours. The post includes working out of hours on call duties on a rota basis.

Person Specification

Post of: Care Co-ordinator



Essential	Desirable
<p>Experience</p> <ul style="list-style-type: none"> • Experience of working within health and social care setting (minimum 2 years) • Experience of using IT packages including, word, excel, Care ICT packages • Managing and leading a staff team including completing supervisions and appraisals 	<ul style="list-style-type: none"> • Leading and managing a large team • Leading teams across multiple locations • Leading teams through change
<p>Skills & Abilities</p> <ul style="list-style-type: none"> • Ability to communicate effectively both within the organisation and externally • Competent in the use of IT tools including Word, Excel and care data base • Excellent people management skills • Ability to carryout assessments and reassessments including risk assessments • Ability to work as part of a team • Ability to prioritise own workloads • Ability to make decisions • Ability to manage resources effectively • Excellent customer care skills • QCF / NVQ level 3 or equivalent Health and Social Care – or working towards 	<ul style="list-style-type: none"> • Understanding the need for Internal Audits to ensure the organisation is meeting its own quality standards or contractually required standards • An understanding of how public sector bodies work

Knowledge

- A knowledge of and a commitment to equal opportunities and diversity
- Understanding safeguarding issues and the procedures to follow
- An understanding of carers' issues
- Comprehensive knowledge of care practice including health and safety and legislation
- Understanding the importance of policies and procedures in the workplace
- Knowledge of the Care Quality Commission and the 5 key standards
- An understanding of disability and impact on the cared for and the carer

□ Comprehensive knowledge of Crossroads Together practice policy and procedure (which can be developed in role)

Specific requirements

- Car driver, with access to own vehicle
- Willingness to travel between and work at other sites