



Job Description

Job Title	Care Co-ordinator
Reporting to	Registered Home Manager

Main purpose of the job:	<p>To support the Registered Manger with the day to day running of the service ensuring a safe, cost effective, quality service is delivered. This will involve working alongside the Registered Manager in the home, delivering support to individuals who have learning disabilities.</p> <p>To represent the organisation in a positive way through the interaction with external partners, including purchasers, service users, carers, families and communities and to contribute to the organisational objectives.</p> <p>To line manager and supervise a team of support workers, ensuring that the teamwork in a proactive and positive way at all times.</p> <p>The role will need to reflect the provision of 24/7 care as necessary and will include working over a shift pattern, this will also include a rotational on call responsibility.</p>
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Main duties & responsibilities:	<p style="text-align: center;">Management and Support</p> <ul style="list-style-type: none"> • To ensure that the rights of the individuals we support are always upheld and promoted in accordance with the Company values. • To ensure that all issues relating to the safeguarding of vulnerable adults are reported according to policies and procedures. • To ensure that if there are significant changes to an individual's needs these are raised with the Social Worker/Registered Manager. • To ensure that all records are maintained in accordance with policy and procedure. • To ensure that all support is delivered in accordance with risk assessments, care and behaviour management plans that are in place and to contribute to the regular review of such documents as appropriate. • To take the lead and support less experienced staff to work with more complex individuals whom we support and to manage crisis situations in services. • To bring to the attention of the Manager any concerns or deficits in the provision of care. • To line manage and support staff in terms of performance management and ensure that all personal development requirements are met.
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- To deliver and ensure satisfaction for the individuals we support and to report complaints and concerns in accordance with policy and procedure.
- To support the effective management of finances ensuring that all transactions involving the individuals we support are recorded, verified and audited.
- Provide direct support to the individuals as and when required

Service Delivery

- To organise staff resources effectively to deliver an excellent service to clients.
- To review care plans regularly and participating in Social Services reviews as appropriate.
- Assist in ensuring that each individual has their needs met through effective assessment and care planning.
- To inform and update any other documentation relevant to care plan i.e. MCA's behaviour management strategies and risk assessments.
- To carry out quality assurance reviews with clients and involved parties, including spot checks.
- To be involved in carrying out pre-commencement assessments.
- Set up and develop appropriate care plans.
- To produce statistical or other reports as requested by the Manager

Support Provision

- To deliver care and support in line with details of IPC / placement contract
- To ensure staff attend all training offered in line with TLC Care and Support compliance targets.

Staff Management

- To support staff in accordance with TLC Care and Support's policies
- To ensure the Buddy Program is adhered to.
- To ensure new staff complete 13 week Induction Program and competencies signed off by deadlines.
- To ensure every member of the team including bank staff receive a supervision and annual appraisal to ensure 100% compliance, including regular supervisions and support with NVQs/Diplomas as per policy.
- To proactively coach and develop less experienced support staff in providing a high-quality service.
- To manage and co-ordinate the effective and efficient deployment of support in accordance with the commissioned and agreed hours of care.
- To ensure Support Workers understand and adhere to the company's policy and procedures.
- To organise and facilitate monthly staff team meetings.
- To report any incidents that require investigation under disciplinary and grievance procedures immediately.
- To participate in investigation meetings and disciplinary meetings.
- Contribute to the effective co-ordination of the service through organising & facilitating regular staff meetings.
- To ensure absence management is followed as per company policy, organising necessary cover on a day to day basis and complete all required paperwork (including return to work interviews, within a set time frame).

- Familiarise the team with clients' needs and ensure the team address all relevant areas of care within their individual sphere of employment.
- Provide necessary organisational information to staff team.
- Help keep the team focused & on track.
- Ensuring that sickness levels and annual leave are recorded.
- To be part of a rota for out of hours on-call service.
- Essex Legal Services – Finance – ensuring records, making information available to accounts for monthly audit.
- To ensure that supervisions are carried out and logged on the supervision matrix.
- Ensuring individuals always have adequate monies available.
- Medication – ensure that all staff are trained and have 5 competency supervisions and bi yearly competency observation supervision to ensure safe collection, storage and administration of all medicines.
- To carry out weekly and monthly medication audits.
- To carry out weekly medication stock levels.
- Payroll – to ensure that People Planner is checked and reconciled.
- Payroll – People planner – to ensure all entries are correctly inputted onto the system. Rolling rotas are created with staff assigned to shifts.
- All sickness, AWOL and other absences are logged under unavailability on people planner as well as logging all team annual leave.

Administration

- To set up client files in accordance with TLC Care and Support's policies and procedures.
- To actively pursue the equal opportunity in both recruitment and service delivery in accordance with TLC Care and Support's Equal Opportunity Policy.
- To ensure that all actions and work undertaken is compliant with regulatory and registration requirements under the Care Quality Commission.
- Responsible for complying with Health and Safety regulations and to have regard for the health, safety and welfare of self and other at all times.
- Responsible for reporting to the Registered Manager any issues, incidents or concerns in respect of Health and Safety.
- To promote a positive and professional image of TLC Care and Support, when representing the organisation at a range of meetings and forums.
- To be proactive in implementing the company's policy on environmental issues.
- To provide weekly and monthly performance reports on the service. Collate organisational data in agreement with Registered Managers (sickness, incident/accident logs, quality assurance).
- Attend regular meetings as directed by management.
- Maintain overview of daily records, incident logs & shift planners.
- To report accomplishments and ongoing issues of the individuals we support and identify resolutions.
- Facilitate positive working relationships with the individuals we support family & professional team.

General

- To work flexibly, undertaking any reasonable task requested by the line manager or executive team.
- Undertake expected working hours as indicated by company rota including sleep-in duties, sickness cover and on call roster as required.

- Assist in the implementation of the philosophies and policies of the company to minimise the effects of the individuals we support.
- Support and participate in service users' social and recreational activities in line with individual support plans, including day trips and holidays.
- Monitor all key worker records & support individual key workers to develop positive working relationships with clients.
- Promote choice and involvement.
- Ensure all Staff Members work in a way that demonstrates an understanding and commitment to the rights of people in the service.
- Consistently apply non-aversive strategies developed in response to challenging behaviours and contribute to the review and development of any such strategies.
- Encourage and enable service users to maintain acceptable levels of personal and environmental hygiene.
- Record information about Service Users and ensure communication with Staff Members.
- Administer medication in accordance with Company policies and procedures and ensure that medical emergencies are dealt with appropriately. Adhere to the Company's medication policy at all times.
- Ensure that Service User's personal property, bedroom and clothing is maintained to a high standard.
- Interviewing of new staff.
- To ensure weekly and monthly health & safety checks such as fire alarm/smoke detector test and emergency evacuations are completed escalating any issues to Registered Manager
- To attend any meetings deemed necessary by the Registered Manager.

The above list is not an exhaustive list of duties as the role may change from time to time to meet the requirements and objectives of the business as a whole.

Person Specification

Job Title	Care Coordinator
Skills	<ul style="list-style-type: none"> • Can demonstrate competencies in staff leadership. • Well-developed communication skills. Can operate within the boundaries of confidentiality. Maintain accurate written and computer records • Can solve problems and analyse complex needs.
Experience	<ul style="list-style-type: none"> • Supporting adults with complex needs at senior level. • Managing staff • Working in multi-agency environment. • Rota planning and covering shifts • Working in a learning disability field. • Managing conflict
Knowledge	<ul style="list-style-type: none"> • Care Quality Commission Latest Standards • Challenging Behaviour • Adult Protection / Safeguarding • Mental Capacity • Community Care Act • Health and Safety • Person centred Planning
Qualifications/ Education/ Training	<ul style="list-style-type: none"> • NVQ Level 3/Diploma level 3 in either Care or Health and Social Care
Other requirements	<ul style="list-style-type: none"> • Be able to follow a shift pattern, but still work flexibly in order to meet the needs of the services within TLC Care and Support. • Ability to work under pressure • Demonstrate an appropriate philosophy of care which is consistent with the values of the service.