

Role Profile

Care Coordinator – Extra Care Housing

Role Purpose

The Extra Care Coordinator will support the Registered Manager to deliver high quality home care services in order to meet the needs of tenants living in one of the Extra Care Housing schemes in Oldham. This involves working with tenants and carers in setting up, developing and monitoring commissioned care packages.

The role involves conducting reviews and managing / recording progress.

The Care Coordinator is responsible for allocation of staff and resources ensuring that care plans are covered between 7am – 11pm, 7 days a week in the event of sick leave or an emergency situation.

Key Relationships

Line Manager:	Registered Manager
Direct Reports:	Senior Care Workers and Care Workers

Main Accountabilities and Responsibilities

- Undertake the day to day duties of a Care Coordinator.
- Complete and review risk assessments as required.
- Assess tenants for basic equipment and if required refer to Assistive Technology Team or appropriate health professional e.g. an occupational therapist, a physiotherapist, etc.
- Communicate and share information with Care Workers about tenants' progress.
- Monitor and record tenants' progress on company forms.
- Conduct care plan reviews with tenants and carers.
- Liaise with Care Management and keep them informed about the progress of individual tenants.
- To receive and respond to referrals, ensuring an effective and timely response is provided, working within the agreed timescales.
- Visit new tenants to introduce the service, complete an initial assessment, provide information, complete paperwork, health and safety risk assessments and effectively manage risks with the team, tenant and carer where appropriate.
- Make referrals as appropriate e.g. Assistive Technology Team.
- Contribute to the care management process as appropriate, by providing information, reports and undertaking or attending reviews.
- Working with other partners / professionals, develop plans that are based on the assessed needs and which focus on maintaining independence for tenants.
- To assess the tenant's functional ability in order to maximise independence.
- To ensure that the service is delivered in accordance with the agreed outcomes of the care plan.
- To ensure that the service is delivered in accordance with relevant service specifications and quality standards.
- Maintain adequate case records, statistics and records of workload, quality checks, reviews and risk assessments undertaken.
- To complete rotas in order to ensure an effective and efficient service delivery.
- Be responsible for ensuring that all updated tenant information is regularly recorded on IT / Electronic Call Management systems.
- To inform managers of the effective implementation of care plans.
- To provide support to personal assistants and home care workers, ensuring that they are kept informed of changes to care plans.
- To ensure compliance with all health and safety policies and procedures.
- To lead and participate in team meetings.
- To participate in and contribute to in-house and inter-agency training.
- Effectively communicate with all relevant agencies involved in contributing to provision of service e.g. GP's, Community Matrons, etc.
- To promote the ethos of reablement.
- Take responsibility and use initiative in dealing with emergencies.

Person Specification

	Selection criteria (Essential)	Selection criteria (Desirable)	Assessment Method
Education and Qualifications		NVQ 3 or equivalent.	Application form / Interview
Experience	Experience of working unsupervised and as part of a team.	Experience of working in the care sector.	Application form / Interview
Skills and Abilities	<p>Ability to communicate effectively.</p> <p>Ability to produce clear and accurate daily records and have the ability to present verbal and written information to other staff members about tenants.</p> <p>Numerical skills.</p> <p>Ability to work on own initiative and as part of a team and relate to older people.</p> <p>Ability to transfer and move dependent tenants using the equipment provided.</p> <p>Ability to work in a non-discriminatory way and in accordance with equal opportunities, policies and procedures.</p> <p>Ability to provide all aspects of physical and emotional care to dependent tenants, and to create an environment in which the tenant is comfortable.</p>		<p>Application form / Interview</p> <p>Application form / Interview</p> <p>Application form / Interview</p> <p>Application form / Interview</p> <p>Application form / Interview</p> <p>Application form / Interview</p> <p>Application form / Interview</p>
Knowledge		A basic knowledge of Care Quality Commission requirements.	Application form / Interview
Work Circumstances	<p>Shift working / weekend and bank holidays and sleep in duties.</p> <p>This post will be subject to an enhanced DBS.</p>		Application form / Interview