**Role Profile**

**Care Coordinator**

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| **Role Purpose** | |
| To assist the Registered Manager in the delivery of a Shared Lives service for vulnerable adults with varying needs. Under the guidance of the Shared Lives Manager the post holder will be expected to work alongside commissioners to identify service users individual needs in relation to their appropriateness for placement within the Shared Lives service. This will involve a comprehensive review and matching process specific to the role of a Shared Lives Care Coordinator. You will also have a responsibility to be involved in the recruitment, training and approval of Shared Lives carers and the ongoing monitoring of both service users and carers within the service. | |
| **Key Relationships** | |
| **Line Manager:**  **Direct Reports: Other:** | Registered Manager |
| **Main Accountabilities and Responsibilities** | |
| * To support a caseload of Shared Lives carers through telephone contact and home visits, dealing appropriately with any problems that may arise during an arrangement * To undertake full assessments in line with the service Approval Process of applicants wishing to become Shared Lives carers and produce reports for the Approval Panel. * Support Shared Lives carers to meet the requirements of the service and the Health and Social Care Act (2008), Care Act (2014) and other key legislation and CQC guidelines with regards to services that offer personal care. * Actively participate in the delivery of Shared Lives training events, shared lives carer meetings and social events for carers and service users and consultation opportunities with Shared Lives carers and service users. * In partnerships with care management, the individual and carers/family to prepare a written care plan, and provide advice, guidance and support * To participate fully in the referral, allocation, assessment and matching process. * To facilitate annual Shared Lives carer and client reviews, involving all relevant parties. * To consult with Service Commissioners in monitoring the effectiveness and appropriateness of support provided, to undertake re-assessment visits when necessary, in line with the department's policies and procedures, and to jointly re-evaluate the needs of individuals and their carers to ensure that services provided are, safe, effective, caring, responsive and well led. * To co-ordinate support services for service users by establishing and maintaining effective links with relevant agencies, family members, the client and potential providers to ensure effective information exchange and communication. * To produce and maintain comprehensive records, spreadsheets and data collection using the organisations electronic and paper systems. * To ensure that case files are compiled and maintained and that appropriate accurate and factual information is recorded in accordance with the organisations policy and procedures * To promote Shared Lives services, values and ethos and to always maintain a polite, courteous friendly and professional persona. * To attend liaison meetings, reviews and case conferences involving other agencies to ensure that the service users needs are properly identified and that appropriate services are provided. * To provide managers with reports concerning individual cases when requested and to assist in the collation of purchasing statistics ensuring that information is available as and when required. * Prioritise team meetings and supervision as required. * Promote and participate good team working ethics. * To maintain confidentiality at all times (with the exception of safeguarding situations) and to comply with the organisation confidentiality policy. * To take a proactive approach to continuous professional development * In consultation with service users and other stakeholders to assist with the assessment of housing needs and provision when orchestrating step down and or promoting greater independence. * To undertake any other duties as directed by the line manager that may be appropriate to this post | |

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|  | **Selection criteria**  **(Essential)** | **Selection criteria (Desirable)** | **Assessment Method**  **(AF/I/T)\*** |
| **Education and Qualifications** | Relevant qualification, (NVQ Level 3 Care Services, Certificate in Health & Social Care or equivalent. |  | Application form/  Interview |
| **Experience** | Able to demonstrate a good understanding of the Safeguarding Adults policy.  Suitably proficient IT skills and ability to work with a variety of electronic systems & procedures  Appropriately competent communication skills, both verbal and written.  Sufficient numeracy skills to deal with noncomplex finance records and data recording | Good understanding of Shared Lives Plus guidance & procedures  Experience of working with other agencies including Care Management and Health Services  Good understanding of the Care Quality Commission Regulations, standards and key Lines of enquiry | Application form/ Interview  Application form/ Interview  Application form/Interview |
| **Skills and Abilities** | Ability to create positive relationships with service users, carers and stakeholders  Ability to support, monitor and supervise carers and to offer appropriate guidance and advice  Ability to work on own initiative to prioritise caseloads and evidence good time management skills  Ability to produce clear concise reports including Support Plans and Risk Assessments  Ability to manage diverse and complex case load  Ability to assess, analyse and problem solve  Ability to use good negotiation and conflict resolution skills  Ability to develop and facilitate carer training programs  Ability to work in partnership with other agencies/bodies  Ability to recognise the limits of one’s own competence and respond to this appropriately seeking advice and support when necessary  Ability and willingness to work flexibly, including evening and weekend work when required |  | Application form/ Interview  Application form /Interview  Application form/Interview  Application form/ Interview  Application form/ Interview  Application form/ Interview  Application form/ Interview  Application form/ Interview |
| **Knowledge** | An understanding of Shared Lives Plus and a commitment to its ethos and values  A knowledge and understanding of Person Centred Planning approaches to care  Able to demonstrate a good knowledge and understanding of the care and support of people suffering with varying disabilities e.g. LD, MH Phys & Sensory etc.  Able to demonstrate a good understanding and commitment to non-judgemental and anti-discriminatory practice. |  | Application form/Interview |
| **Work Circumstances** | The post holder must have a full driving licence and a car available for use, unless disability requires you to use alternative transport.  The post will be subject to an enhanced Disclosure & Barring Service checks and references.  All successful applicants must be prepared to comply with the MioCare Group Health & Safety policies and attend all relevant statutory training as required.  The MioCare Group is committed to diversity and inclusion and all staff must demonstrate respect for and appreciation of differences in ethnicity, gender, age, national origin, disability, sexual orientation, education, and religion.  There is an expectation that applicants can demonstrate a record of regular attendance (excluding illness linked to disability and pregnancy).  Appointments are subject to satisfactory completion of a probationary period, normally six months. |  | Application form/Interview |

**\*AF – Application Form, I – Interview, T - Test**

**MioCare Group CIC**

The MioCare Group comprises Oldham Care and Support and MioCare Services. The group was established in October 2013 by Oldham Council with the overarching aim of making sure the people of Oldham can continue to access excellent social care and support services when they need them.

It is intended that over time the group will grow to establish other public service companies which have the potential to bring in new forms of income and operate as viable and sustainable social purpose businesses.

The group is owned by the Council and has a single board which governs the group. The Board comprises four shareholder representatives, all of whom are elected members (Councillors), nominated by the Council, two independent non-executives and the Managing Director. The Council have also appointed the Executive Director of Health and Wellbeing to act as an advisor to the Board.

**Oldham Care and Support (OCS)** – OCS is comprised of the services which were provided internally by the council prior to the companies being established. The company currently employs circa 400 staff, the majority of which are care and support workers.  A service level agreement is in place between OCS and Oldham Council for the delivery of services.

**MioCare Services (MSL)** – MSL is a start-up company which has entered new markets which the previous in-house service was unable to enter. MSL is able to compete in the market and to date has been successful in entering into the Home Care, Extra Care, PA and day care markets.

Our mission is to support people to get the most out of life in a way that helps people to become more independent or keep, or get back, their independence. At present, most of the people we work with have either:

* A learning or sensory disability
* Have challenging behaviour
* Mental health support needs
* Are elderly and frail
* Have a long term health condition that limits their independence or have had an illness which is taking time to recover from
* Are in the end stages of their life and need support

Please see [www.miocare.co.uk](http://www.miocare.co.uk) for more information.