

Care Coordinator Job Description

This role is office based, up to 16 hours per week. We expect this role to develop as the company expands, which means more hours may become available at that time.

Inchwater Home Care is a small but growing company, having approximately 60 care staff at present. Most of our senior positions are occupied by people who have developed their skills from inhouse experience and training, and applicants for this role may wish to consider taking their career further with formal qualifications in due course.

Role Purpose

- To efficiently and effectively schedule the delivery of quality care to clients who receive support from caregivers in their own home using People Planner software.
- To ensure that our clients receive care at the right time by a suitable caregiver, following assessment, prior to us starting their package of care.
- To restrict the number of caregivers visiting a client to a minimum, in line with company ethos, ensuring continuity of care.
- To ensure that all planned visits are covered by appropriate staff.
- As far as practically possible, to keep changes to rotas to a minimum, to ensure continuity for both caregivers and clients.
- To ensure clients are scheduled to see only those caregivers previously introduced to them, in line with company ethos.
- To support the Senior Management Team to deliver the growth targets for the business.

Accountabilities

Scheduling and Rostering

- To take responsibility for the weekly planning of rotas for caregivers.
- Work with the Care Management Team to ensure that all shadowing, induction training and update training, staff meetings, etc are scheduled into caregiver rotas.
- Work with Staff Administrator to ensure that staff training is included within the weekly rota.
- To ensure that staff rotas are issued each week on a timely basis to a high standard, minimising the amount of rescheduling required.
- Dealing with amendments to rotas throughout the week as a result of changes in client requirements or staff availability.
- To work with the Care Management Team to take on new clients and meet the growth targets for the business.
- To work with the Business Operations Manager and Staff Administrator to ensure that newly recruited members of staff are assigned work on completion of their employment checks and training, minimising the time it takes to build their weekly hours in line with their availability.
- To ensure changes that are accurately reflected in People Planner on a timely basis so that accurate payroll and invoice data can be generated.
- Be accountable for recording and reporting any events, actions and updates on People Planner.

- Report and escalate complaints or potential safeguarding issues to the Care Management Team in line with company Policy and Procedure.
- Revert to Inchwater's Business Contingency Plan where there is a crisis i.e. IT failure, weather, severe illness etc in line with company policy and procedure.
- To monitor and review requests for caregiver holiday and changes to availability.
- To act as first point of call for any queries regarding scheduling from caregivers and clients.

Business Development

- Comfortable operating in a 'soft' sales capacity in order to take new client referrals, explain our services comprehensively and follow up on all such client enquiries professionally in accordance with the company's operating processes and growth expectations.
- To capture and record all new enquiries in accordance with Inchwater processes.

Emergency Care

- Respond to clients' illness by contacting GP/ambulance service/next of kin and record action taken. Report action and outcome to Care Management Team and other involved parties.
- Systematically solve day to day scheduling issues which arise.

Communication

- Strong customer service skills and an effective communicator across a variety of media.

Office Administration

- To be (or become) familiar with a range of software such as People Planner, Firetext and MS 365 products used in the efficient performance of their role.
- To take responsibility for office administration tasks as requested by the Business Operations Manager, Care Management Team or Directors of the company.
- To take part in quarterly caregiver meetings.

Following Procedures and Guidance

- Maintaining awareness – understanding and adhering to Company policies and procedures and CQC requirements
- Attending training sessions as required
- Participating in corporate and statutory initiatives as required