CARE CO-ORDINATOR

BASED IN ST MARY'S CHURCH, TORQUAY

£8.42 PER HOUR, 37.5 HOURS PER WEEK

Due to our recent framework provider status award we are extending our services and opening a new branch in Torbay.

You will be responsible for co-ordinating Service Users and Care Workers, as well as ensuring that rosters are regularly updated. Ideally, you will have some experience of home care, however support and training will be provided for the right applicant.

Ideally in the successful candidate, we are looking for someone who has a passion and drive to go that extra mile to make sure our Service Users receive the best possible care. In addition, if you also have excellent IT, organisational and communication skills coupled with a good eye for detail then we would like to hear from you.

A flexible approach to work is required as this position will involve occasional weekend work.

Our excellent benefit package includes 28 days annual leave (including bank holidays) and a pension scheme.

To apply, please complete an online application or submit your CV and covering letter at www.sanctuary-group.co.uk. For further assistance please contact Recruitment on 0845 543 6377 and quote Ref:SHC1164.

Closing date: 5pm on 7th March 2012

Building Equality and Diversity.

We work closely with the Home Office in order to prevent illegal working.

An enhanced police criminal records disclosure will be necessary in the event of a successful application which we will pay for.

Sanctuary Home Care Limited, an exempt charity, is a subsidiary of Sanctuary Housing Association, an exempt charity.

Sanctuary Home Care

ROLE PROFILE REF: HC1F

Role Title	Care Co-Ordinator
Reporting to	Deputy Manager
Role Purpose	Co-ordinate the placing, matching and allocation of community carers according to client requirements and organisational standards

Key Result Areas (KRA's set out the results that must be produced if the role holder is to be successful in the role. The priority for each KRA may vary from time to time)	**Key Elements** (Key Elements are indicators of performance required to achieve KRAs. The individual elements below may not apply in every situation, nor are they a complete list).	**% Time** (Current priority for each KRA)
Match Client needs and Care Provision Ensure that shifts are covered by appropriate care staff	• Produce timely and accurate client and carers rotas • Ensure availability of carers • Gather and collate feedback to improve customer service • Ensure all scheduled calls are covered and that all carers are aware of their required calls • Ensure carer skills are matched to client needs	
Service Delivery Provide effective administrative service	• Organise, deliver and maintain administrative service and records • Provide routine information including statistical information • Assist in co-ordinating, communicating and maintaining relationships with internal and external customers	
Customer Service Provide a responsive, quality service to customers	• Provide accurate and timely information and advice that is understood by customers • Respond positively to complaints and breakdowns in service delivery • Identify shortfall in service delivery and ensure it is dealt with appropriately	

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Competencies

(Competencies are a mixture of knowledge, skills and attitude which provide a clear description in simple language of what a person needs to be able to do to carry out his or her job effectively)

Core Competencies (Core competencies apply to all roles. They are common to everyone as they represent the behaviours and personal skills required from all staff)	Level (The levels indicate the performance expected in this role)	Indicators of Expected Performance (A fuller description is contained within our Competency Framework. A copy can be obtained from a Line Manager when you start the job)
Adapt to change *React positively and with enthusiasm to change and improvement. Be willing to adapt to differing work demands and situations*	2	• Prepare for change and its effects • Plan how to implement change • Set realistic time frame for change • Help others to accept change by consulting them and explain the need for change and its benefits • Let others know what's going on • Recognise the impact upon others • Deal effectively with objections/obstacles to change
Communicate well with others *Listen to the needs of others and convey information clearly and accurately*	2	• Listen to others and ask questions to clarify points and sum up to ensure others understand • Be clear, concise, precise, use plain language • Be positive and constructive even under duress; Keep cool under pressure • Put across complex ideas simply both orally and in writing • Show sensitivity and understanding in every situation • Prepare in advance for discussion, identify key issues and develop valid responses • Achieve a constructive conclusion, even in difficult situations • Effectively use a wide range of communication tools and techniques • Ensure that any special communication needs are met • Provide reasoned, logical argument
Get the best out of self and others *Continuously strive to improve ones knowledge, skills and abilities to produce the best results. Motivate, guide and support others to develop*	2	• Agree and set clear objectives for staff and carry out regular performance development sessions • Be fair, consistent and unbiased in managing staff taking into account their differing backgrounds, skills and experiences • Be approachable, supportive and keep confidences to build working relationships based on trust • Give credit where credit is due; make others feel valued • Know how to motivate people and build teams, create enthusiasm and commitment • Recognise potential in others and encourage self development • Provide regular constructive feedback
Impress the customer *Ensure service provided consistently meets customer needs*	2	• Encourage and support staff to be client focused and creatively deal with queries/issues • Seek and monitor satisfaction levels responding appropriately • Review existing practices and procedures in customer service, to ensure they are accessible to everyone, take into account any special needs they may have • Offer a responsible service tailored to client needs • Ensure delivery of a top quality service • Make clients aware of what else they might need or may be useful • Successfully attract new customers • Deal effectively with complex and sensitive issues
Work well with others *Contribute towards working as part of a team and involve others through liaising and building trust*	1	• Know when you have the power/authority to make decisions and when to seek help • Be flexible • Share credit and responsibility • Share ideas, skills and knowledge • Work towards the common goals of the team • Be prepared to listen and support other team members and staff in the wider organisation • Understand own/others roles and impact upon each other • Be aware of own role in organisation and how it contributes to organisation strategy

Role-specific Competencies (Role-specific competencies are those Competencies which may apply specifically to the role)	Level (The levels indicate the performance expected in this role)	Indicators of Expected Performance (A fuller description is contained within our Competency Framework. A copy can be obtained from a Line Manager when you start the job)

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Plan and organise effectively *Plan, prioritise and think ahead to maximise efficiency and meet deadlines*	1	• Identify priorities and work within deadlines • Think ahead • Be realistic about the time it takes to do things • Monitor progress to keep on track towards objectives and review plans • Have a plan B • Ask for help to decide priorities when there are conflicting demands • Be aware of impending tasks and targets • Document work so others can take over in absence

Expertise in Role (Role-related knowledge, skills & experience required at selection)

(Whilst it is preferable to appoint a candidate who meets all the requirements below, consideration may be given to a candidate who displays potential to achieve the required expertise within a reasonable timescale. In these circumstances skills, knowledge or experience in other areas will normally exceed the levels stated below)

Clinical/technical skills/knowledge and/or functional experience for the role:

- Local geographical knowledge, organised, methodical and neat (accurate & legible)
- Good communication skills including clear written and spoken English

Relevant clinical/technical, vocational or educational qualifications for the role:

- Previous experience of care in the community desirable
- Extensive travel, Drivers Licence Required

Knowledge of software packages:

- Basic knowledge of Microsoft Word or similar
- Basic knowledge of Microsoft Excel or similar

Staff management skills/experience:

- N/A

Initial Induction & Training Required

(Induction or initial training requirements including organisational and local knowledge, procedures, systems, contacts etc)

- Sanctuary Home Care Induction Programme undertaken
- Individual training in policies, procedures and service standards
- Establish relationships with key contacts
- Understands own role and objectives

Estimated time to complete initial induction & training **6 months**

How would trained & proficient performance be displayed?

(After completion of initial induction & training and after a further period of time in the role (normally at least equal to the period of the induction and training), the role holder should be able to demonstrate the following:)

- Maintains consistent output
- Achieves expected objectives and consistently demonstrates competencies for the role
- Demonstrates an understanding of procedures/processes and applies these effectively
- Demonstrates an understanding of the role within the business objectives
- Keeps up to date with changes to work practices/initiatives and applies them
- Knows who to ask and where information/source of advice can be obtained
- Effectively handles requests/complaints within a set area of work

Significant Contacts

Significant Contacts indicate the level of responsibility for communication carried out by this role

Level	Description	Service	%	Internal	%	External	%

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		Users					
1	Routine Information Exchange						
2	Agreeing and Interpreting	✓		✓		✓	
3	Leading and Influencing						

Working Environment

(Specific features of the working environment that distinguish the role from the general range of roles in the organisation)

- Office based with occasional client visits
- Occasional out of hours – participation in on-call rotas when required
- Delivery of care when required
- Required to maintain a high level of confidentiality at all times

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