

<b>Job Title: Care Coordinator</b>	
<b>Reports To:</b> House Leader	<b>Reporting to Job Holder:</b> Care colleagues on shift
<b>Overall, Purpose:</b> <p>To assist House Leaders and Nurse Leads to work in partnership with the care teams to deliver high quality, customer focused and person-centred services to customers which maximises their independence and quality of life within a safe and secure environment. To assist House Leaders in providing effective management of the shift and care team on shift ensuring that care services delivered meet the standards required within current regulatory frameworks. To contribute to the continuous improvement and development of person-centred care services within the Centre to meet the needs of current and prospective customers.</p>	
<b>Principle Accountabilities:</b>  <b><u>Planning and Organising</u></b> <ul style="list-style-type: none"><li>• To promote a person-centred culture and approach within a care team which supports the provision of high quality, customer focused and person-centred services to customers in order to maximise their independence and quality of life.</li><li>• To maintain up to date and accurate person-centred care plans for customers on the care planning system within the Centre seeking guidance and assistance of the House Leader, Nurse Leads, Head of Clinical Care, Head of Care, Head of Person-Centred Care or Registered Manager (RM) where needed in relation to any change in the customers care needs.</li><li>• To act as keyworker with allocated customers (see keyworker guidelines).</li><li>• To deliver all appropriate aspects of care required to meet customers identified needs.</li><li>• To administer prescribed medication and/or homely remedies, maintaining accurate records in compliance with current legislative requirements.</li><li>• Supporting the House Leaders in arranging appropriate cover for unplanned absences.</li><li>• To ensure that customers are supported and encouraged to participate in the social calendar of the Centre.</li><li>• To contribute to the implementation of quality assurance programmes for care services as required by a House Leader, Nurse Leads, Head of Clinical Care, Head of Care or the Head of Person-Centred Care.</li><li>• To implement Ben's policies and procedures effectively always.</li><li>• To contribute to the maintenance of management information systems within the Centre.</li><li>• To maintain effective reporting procedures with House Leaders, Nurse Lead, Head of Clinical Care, Head of Care, Head of Person-Centred Care and the Registered Manager (RM) as appropriate.</li></ul>	

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### **Business Focus**

- To assist House Leaders, Nurse Lead, Head of Clinical Care, Head of Care, and Head of Person Centred Care in the implementation and maintenance of the standards required by legislation related to the registration of the Centre.
- To comply with current Fire, Health & Safety at Work, Environmental Health and associated legislation by ensuring that Ben's policies and procedures are implemented within a designated House and that safe procedures and practices are carried out at all times, following appropriate reporting arrangements as required.
- To promote and maintain a safeguarding culture with colleagues ensuring that Ben's safeguarding procedures and protocols are effectively implemented in order to maintain a safe and secure environment for customers.
- To identify issues relating to a customer's care and vulnerability, and to undertake care planning and risk assessment which safeguards the individual, seeking guidance where appropriate from a House Leader, Nurse Lead, Head of Clinical Care, Head of Care or the Head of Person-Centred Care or RM.
- To undertake initial investigations of incidents and complaints as directed by the House Leader, Nurse Lead, Head of Clinical Care, Head of Care or the Head of Person Centred and that outcomes are recorded and reported in line with Ben's policies and procedures.
- To comply with Ben's protocols and requirements on maintaining confidentiality.

### **Communication**

- To ensure all communications and interactions with customers, relatives and other stakeholders is effective, sensitive and professional.
- To maintain effective communication and collaboration with GP's, other medical professionals, the wider multi-disciplinary team within the Centre and other outside agencies to meet customers, social, emotional, health and welfare needs.
- To provide effective handovers, sharing information with appropriate members of the Centre's senior management team and in line with Policies and Procedures.
- To communicate and engage with colleagues on shift to ensure they are fully informed about matters which affect their day to day work and practice and develop their knowledge and understanding of Ben as an organisation.

### **Colleague Engagement**

- To promote and maintain a positive and inclusive culture which motivates, involves, and engages care colleagues on shift.
- To contribute to the delivery of a culture of performance and service excellence within care services.
- To contribute to the assessment and evaluation of the quality and effectiveness of care services provided to customers and assist in the development of service/standards improvement plans to enhance the customer experience. To assist in the implementation of any agreed service/standard improvement plan within a designated House.
- To induct, mentor and be a 'Buddy' to new colleagues in order to meet the needs of Ben's customers and in accordance with Ben's philosophy of care and best practice.

### **Stakeholder Relationships**

- Represent Ben and the local Centre in a positive manner, welcoming all visitors and, where appropriate, liaising with the local community and multi-disciplinary teams.

### **Achieving Customer Service Excellence**

- To support the delivery of a consistent level of customer service to all customers and visitors to the Centre, ensuring an experience which often exceeds expectations and that the Centre is viewed in a positive way.

### **Additional Duties**

- To undertake continuous professional development (CPD) activities to improve performance.
- To undertake ad hoc projects as required by the House Leader, Nurse Lead Head of Clinical Care, Head of Care or Head of Person Centred Care.
- To undertake any other duties specified from time to time by the House Leader, Nurse Lead Head of Clinical Care, Head of Care, Head of Person Centred Care, or RM

**This job description is not intended to be an exhaustive list of responsibilities and will be regularly reviewed and amended as necessary after consultation.**

### **Deliverables – Key Measures:**

#### **Planning and Organising**

- To deliver care services to customers following person centred principles and practice to ensure that customers physical, social, and emotional needs are met whilst ensuring their dignity, choice, and independence are always maintained.
- To undertake assessments and produce care plans which meet identified customer needs based on a person-centred approach.
- To ensure that colleagues on shift have the appropriate skills, knowledge and understanding to work to person centred care principles and practices.
- To participate in audits as required and in quality assurance programmes as required to evaluate the standard of care services delivered to customers.
- Excellent care standards and practices are always maintained.

#### **Business Focus**

- Reporting and recording systems are accurately maintained to support a healthy, safe and secure environment for customers, colleagues and visitors to the Centre.
- To ensure that all aspects of the regulatory and organisational policy/procedure frameworks are met to support decisions made and that they are of least risk.
- Safeguarding issues are identified and reported in a timely manner and in line with legislative and organisational requirements.

### **Communication**

- Effective working relationships are maintained with other professionals and agencies who work with the Centre to provide a welcoming, safe and secure environment for customers and visitors.
- Customers, relatives, and other stakeholders are informed about the services provided by the Centre.
- All Ben information is communicated accurately and on time so that colleagues on shift are knowledgeable about matters that affect their day to day working lives and about the wider organisation.

### **Colleague Engagement**

- To facilitate activities as required by the House Leader to engage with colleagues and seek their contribution to improving the care services delivered and to improving their working environment.
- Mentor a team of carers, ensuring that care is provided according to established standards and procedures.

### **Stakeholder Relationships**

- Stakeholder awareness and knowledge of the services provided by the Centre is improved

### **Achieving Customer Service Excellence**

- Positive feedback about the quality of the care services provided to customers and visitor is received and customers' expectations are met or exceeded

### **Additional Duties**

- To ensure the effective, efficient, and safe operation of the Centre by working in different Houses within the Centre, as required
- To demonstrate excellent care practice always
- Accept ad hoc tasks/duties as required

**This job description is not intended to be an exhaustive list of responsibilities and will be regularly reviewed and amended as necessary after consultation.**

### **PRIDE VALUES**

To embody and deliver the role of Care Coordinator in line with our values: -

Passionate  
Respectful  
Inclusive  
Driven

<b>Empowered</b>	
<b>Experience required:</b>  Experience of leading a team to deliver high quality care services within a residential or similar setting.	<b>Technical Knowledge:</b>  Knowledge of the principles of person centred care.  Knowledge of the legal framework relating to the provision of personal and social care services.  Evidence of CPD.
<b>Other significant role requirements</b> <ul style="list-style-type: none"><li>• Demonstrate all of the Core Behaviours for this role.</li><li>• Excellent care practice and skills.</li><li>• Effective written communication skills to prepare documents, reports, procedures about the care services for whom the post holder has managerial accountability, its customers, and colleagues as required.</li><li>• Able to use initiative.</li><li>• Handle emergency situations calmly and efficiently, following established protocols and ensuring resident safety.</li><li>• Ability to work autonomously, prioritising simple and complex tasks.</li><li>• Ability to engage effectively with customers, relatives and other stakeholders to promote and raise awareness of the centre and its services.</li><li>• Ability to maintain all aspects of confidentiality and to comply with all legislative requirements in relation to customers and colleagues.</li></ul>	
<b>Date updated: August 2023</b>	