

Care Coordinator, Care @ Carers' resource, Harrogate

Salary: £26,021 - £28,668 pro rota

Location: Harrogate

Reporting to: Registered Manager

Hours: 30 hours

Role Guide To assist in the management of care@ services, co-operating with statutory and voluntary organisations to provide a service for customers, carers and their families in line with the aims, objectives, policies and standards of the organisation.

Care @ the Carers' Resource provides support to customers with care needs 24 hours a day, 365 days a year.

Relating to your role

To assist the Registered Manager in the management of care staff including:

- recruitment and selection
- training and induction
- supervision
- appraisal
- meetings.

Contribute to the management of service delivery by:

- maintaining recording systems in accordance with administrative procedure
- monitoring referrals in accordance with care@ policies and procedures
- undertaking needs assessments and re-assessments
- undertaking risk assessment and re-assessment
- ensuring care support plans are prepared, implemented and monitored
- ensuring that care is delivered making efficient and effective use of the resources available to the organisation, the care budget and within the care@ care criteria
- making referrals to other agencies as appropriate
- reporting the need for an investigation into any reported accident / incident to the Head of care@
- Taking on call for a week on a rota basis

Monitor and manage the day to day demands made upon the service and work with the operations manager to develop the service.

- To consult with carers to identify the levels of satisfaction and future needs.
- To input into the business planning process by feeding back areas of identified need in the community.
- To identify the training needs of staff and have an input into the development of the annual training plan.
- To represent care@ both locally and nationally as required.
- When required support the Care Manager and Head of care@ with the promotion of care @ by attending presentations and talks to local groups and organisations on the role and work of the organisation.

Working with others

- Demonstrates effective team working skills, participates in team meetings and training.
- Interacts well with other departments.
- Displays self confidence and initiative.
- Makes a positive contribution to The Carers' Resource, is willing to function as a member of a small team and proactively assist in the development of the organisation.
- Demonstrates active listening and active observational skills.
- Accepts and learns from feedback.

Understanding the organisation

- Implements, operates and maintains safe systems of work in accordance with care policies, procedures and guidance, training and associated risk assessments.
- Reports to your manager any situations or issues for concern relating to significant foreseeable risks, incidents (including near misses) and / or accidents which give cause for concern in relation to safe systems of work (affecting your own health and safety or that of others affected by your work activities).
- Committed to safeguarding and promoting the welfare of vulnerable adults and children.
- Works at all times within the philosophy and policies of The Carers' Resource.
- Maintains confidentiality over personal information relating to individuals.

- Respects and maintains peoples' rights to privacy.
- Respects the personal choice and lifestyles of colleagues, carers, and people with care needs, ensuring that Equal Opportunity principles are applied at all times.
- Complies with the Health & Safety at Work Act 1974 and with Care policy, paying particular attention to the reporting of dangerous situations.
- Acts as ambassador for The Carers' Resource, protecting and promoting its good name and reputation at all times.
- Acts confidently on behalf of The Carers' Resource
- Works within all the policies and practices and complies with the Code of Conduct.
- Contributes to The Carers' Resource development.
- Participates, as a representative of The Carers' Resource, in multi-agency meetings, voluntary fora and other events, feeding back appropriately to your line manager and the team.
- Assists with the analysis of trends and recommendations for service improvement.
- Undertakes any other duties that may be considered commensurate with the level of the post and that are set out in the care plan.

Developing personally

- Takes responsibility, in consultation with your line manager, for personal development and progression, participating in performance reviews.
- Undertakes any training deemed necessary by your line manager
- Keeps up-to-date about services, benefits and organisations available to clients..
- Good timekeeper and good attendance

Person Specification

	Essential	Desirable
Excellent written and verbal communication skills	✓	
Excellent interpersonal skills, with the ability to communicate with staff at all levels and empathise with people from all walks of life	✓	
Good literacy and numeracy skills to enable the maintenance of appropriate records, analysis of statistics and preparation of monitoring reports	✓	
Good working knowledge of Microsoft office packages including databases, desktop publishing, word processing and internet use	✓	
Ability to use own initiative to develop programmes of activity/services to promote the project and recruit volunteer	✓	
Ability to prioritise and manage own work and that of others	✓	
Previous experience of working to meet agreed deadlines and targets	✓	
A willingness to be flexible, with the ability to manage competing priorities and to adapt promptly to changing circumstances and opportunities as they arise	✓	
A willingness to undertake training as necessary	✓	
A thorough understanding of equal opportunities issues and a commitment to implementing the Carers' Resource Equal Opportunities Policy in all aspects of the work	✓	
A thorough understanding of health and safety issues and a commitment to implementing the Carers' Resource Health and Safety Policy in all aspects of the work	✓	
An understanding of the need for confidentiality, sensitivity and a non judgmental attitude	✓	
An understanding of the issues that carers and their dependants may face each day	✓	
Car user, with daily use of a vehicle	✓	
Previous experience of working with volunteers		✓
Staff supervision experience		✓
Experience of working in the voluntary and community sector		✓
Experience of contributing to a small multi-disciplinary team		✓
Experience of making successful grant applications and negotiating contracts with funders		✓
Experience of delivering training		✓
Experience of carrying out assessments and/or home visits to service users		✓
An understanding of the issues surrounding the safeguarding of vulnerable adults		✓
Experience of the roles played by the statutory, private and voluntary sectors and the ways in which they operate		✓

It will be necessary to obtain an enhanced DBS on behalf of the successful candidate.