



CARE COORDINATOR JOB DESCRIPTION

Job Title	Care Coordinator
Responsible to	Registered Manager
Hours of work	Full Time (35hrs weekly)
Salary	£26,000
Length of post	Permanent

MAIN PURPOSE AND SCOPE OF THE JOB

The Care Coordinator will work with the Registered Manager to supervise daily service operations, including implementing company policies and arranging training, supervision, and guidance. Additionally, the Care Coordinator plays a vital role in furthering Eazy Care's objectives by ensuring the delivery of high-quality services to users in line with the Quality Assurance Policy. In this role, you will serve as a key link between our support workers and clients. If you are energetic, adept at multitasking, and committed to providing outstanding customer service, this position may be ideal for you. The role entails frequent phone communication with clients and carers/support workers to align the support workers' skills and expertise with the client's specific needs. You will also assist the Registered Manager in promoting services and engaging with commissioners, potential service users, multidisciplinary teams, and other relevant agencies involved in-service training and development.

DUTIES AND KEY RESPONSIBILITIES

- Ensure telephones are answered promptly, and people are spoken to in a polite and respectful manner.
- Maintain and update accurate bookings on the client profile with correct information and monitor logins.
- Anticipate clients' support requirements at least 4 weeks in advance and issue weekly rotas to the relevant Carers/Support Workers.
- Ensure that schedules on Careplanner/PASS are accurate and that any changes needed for the generation of bookings are identified and flagged to the relevant manager as soon as possible.



- Match Carers/Support Workers to clients' preferences and requirements while promoting equal opportunities and respecting diversity, different cultures, and values.
- Provide Carers/Support Workers with all relevant information and documentation before starting a shift.
- Upload shifts to Careplanner/PASS, monitor them, and highlight any errors regarding care or client information to the team.
- Liaise appropriately with professionals and family members who are part of the multidisciplinary team of support for the client.
- Undertake monitoring wellbeing calls to Carers/Support Workers and update Careplanner/PASS with notes of the conversation.
- Sometimes, the Care Coordinator may need to accompany a Carer/Support Worker for their first visit to introduce them to a new client or provide emergency cover for a shift if needed.
- Participate in the On-Call Rota as required.
- Maintain the independence and dignity of the clients.
- Maintain confidentiality and observe data protection guidelines.
- Contribute to the overall development of the service and promote a positive image of the clients and Eazy Care Home Care Services.
- Participate in training courses/seminars held internally and by outside agencies.
- Represent Eazy Care and maintain links with other agencies, community and umbrella groups as directed by Eazy Care Directors and Registered Manager.
- Visit Service Users and make reviews of Care Plans and risk Assessments, examine the written records of medication administration, finance and daily log notes kept by Staff as required by the Registered Manager.
- To assist the Registered Manager with staff recruitment, induction, training and supervision.
- At the direction of the Registered Manager –carry out spot checks and Supervision reviews of the Staff's performance.
- To assist the Registered Manager in holding team meetings for Care Workers.
- To produce reports as required by the Registered Manager.



- To maintain accurate records using Careplanner/Pass.
- Any other duties as required.

PERSON SPECIFICATION

Essential experience, skills or attitudes

- Outgoing and vibrant personality
- Ability and proven track record of forming positive working relationships
- understanding of how health and social care are structured
- Understanding of the challenges faced by support workers and carers
- Experience of care within the community is preferred
- Ability to work without direct supervision
- Strong planning and time management skills with good interpersonal skills
- Punctual
- Strong administration skills
- Proficient in MS Office packages (Word, Excel, Outlook, and Access)
- Previous experience in Care Coordination in a fast-paced environment is essential