

Care Coordinator

Reporting to:- Registered Manager

Being a part of our dedicated team is immensely rewarding, but also demands commitment and professionalism. Working with some of the most vulnerable members of society can give you enormous satisfaction and offers you an opportunity to make a real difference to someone's life. Working for HMS Care can be a vocation, not just a job.

HMS Care are looking for people who are passionate about great care to join our team. If you share our commitment to providing the best possible home care services, we would love to hear from you.

PURPOSE OF ROLE

To support customers to enjoy the best quality of life they can in the comfort of their own homes. A supportive and calm manner together with excellent organisational and communication skills are vital for this important role in our company.

Key responsibility

Liaise with the registered manager to make sure there is sufficient cover to deliver all of the care and support plans on time. Make sure care workers with the right skills and experience are matched to deliver each customer's care and support plan. Ensure run and working patterns are efficient and logical. Effectively prioritise to meet unexpected emergencies and changes in care packages.

Duties

- Use IT systems (Care Planner) to allocate care workers to provide care and support to customers. Work with the HMS Care Supervisor (s) to appropriately match care workers to customers taking account of care worker skills, experience and travel arrangements and the customer needs and preferences. Complete and distribute rotas on a weekly basis
- Liaise with the registered manager to make sure that sufficient staff with the right skills mix are available to meet the needs of the business. Arrange cover for care worker sickness, absenteeism or holidays
- Take part in the out of hours emergency on-call rota. This will only be required after the post holder has received full training and has been assessed as competent to provide appropriate guidance and advice in emergency situations
- Work with the office team to maintain up to date electronic and hand written records. Record and monitor mileage and travel distances. Make sure that accidents and incidents are recorded, reported and acted upon
- Keep all information about customers and their families secure and confidential
- Carry out general office duties. Prepare reports as required as required by the registered manager
- Assist with investigations relating to the quality of the service and implement improvement actions



- Talk to customers and their chosen representatives about their care and support taking account of different communication needs and levels of understanding
- Work with the HMS Care team and other health and social care professionals to deliver high quality homecare services
- Apply HMS Care policies and procedures at all times

Essential Criteria

Personal attributes

- Caring and compassionate towards people in need of care and support
- Respect for people suffering from a range of medical conditions with different backgrounds and beliefs to your own. Commitment to non-discriminatory care practice
- Self-motivated and keen to learn. Willing to seek guidance when needed and follow instructions
- Excellent time keeper and reliable
- Smart appearance
- Always professional

Knowledge & Skills

- Excellent organisational skills - ability to plan and organise workloads effectively so that customers receive the services that they expect and are safe
- Ability to maintain clear and accurate written records and follow statutory reporting procedures
- Good administrative and IT skills
- Ability to communicate clearly and build positive working relationships with customers, their families, HMS Care staff and other health and social care professionals. Good telephone manner and interpersonal skills
- Knowledge of what confidentiality means in relation to homecare services and why this is important
- Sound knowledge of the local area
- Ability to think clearly when under pressure.
- Comfortable using own initiative to solve problems or as part of a team especially in an emergency
- Ability and willingness to follow HMS Care's policies, procedures and instructions

Additional Requirements

- Willingness to work flexibly and to keep knowledge and skills up to date
- Enhanced Disclosure from the Disclosure and Barring Service
- Full UK drivers licence and class 1 business insurance

Desirable Criteria

- Full working knowledge of Care Planner software