

JOB DESCRIPTION

JOB TITLE: Care Coordinator / Team Leader

RESPONSIBLE TO: Care Manager / Registered Manager

SALARY RANGE: £31,200.00 to £35,360.00 per annum 40 hours pw (pro rata)
(depending on qualifications and experience).

ROLE SUMMARY

The holder of this post will be a person who is interested and willing to work with children, young people, vulnerable Adult such as adults with learning disabilities, autism, epilepsy, mental health needs, physical disabilities, or other care needs and providing them with day-to-day care. They must also be responsible in organising and monitoring the care provided to service users. Their role is to make sure the right staff are assigned, visits or shifts are covered, care plans are followed, and communication between staff, service users, families and professionals runs smoothly. The post holder must be versatile and adaptable enough to develop and use a variety of skills and who is willing to work as part of an enthusiastic team committed to the care, safeguarding and health and safety and the general wellbeing and development of all our clients and service users. The post holder will be expected to be committed to the company's philosophy of ensuring the safety, development and care and to maintain high standards of integrity, confidentiality and professional behaviour in their approach to working with all clients and services users.

Benefits

- Company Pool Car
- Competitive salary
- Company pension
- Tailored training
- Career progression
- 5.6 weeks paid holiday

MAIN RESPONSIBILITIES

Responsible to:

The postholder will be responsible and assist the Registered / Care Manager to organize the day to day running of the service provision through the Policies, training, supervision of staff, and guidance provided by the Company. To assist the Registered / Care Manager in marketing the services provided by the Company and liaising with commissioners, prospective clients, health / social care professionals and other agencies connected with training and development of the service.

Responsible for: Senior Support Workers, Support Workers and other designated care staff.

Purpose of the job:

The Care Coordinator / Team Leader is responsible for coordinating the safe, effective and person-centred delivery of care and support services. The postholder will oversee the day-to-day running of the service, coordinate staffing arrangements, supervise care staff and ensure that service users receive high-quality care in accordance with their assessed needs, care plans, risk assessments and individual preferences.

The postholder will work closely with the Registered Manager, service users, relatives, staff, healthcare professionals, local authorities and other external agencies. They will provide effective leadership to the care team, maintain high standards of practice and ensure that the service operates in line with company policies, safeguarding procedures and relevant regulatory requirements.

It is the responsibility of the Care Coordinator / Team Leader to support the Registered / Care Manager in achieving the aims and objectives of the Company and achieving the level of quality in the service provided to the service users/clients in accordance with the Company's Quality Assurance Policy.

MAIN DUTIES**Care Coordination:**

1. Coordinate the day-to-day delivery of care and support to service users.
2. Prepare, maintain and update staff rotas, ensuring that all shifts and care visits are appropriately covered.
3. Allocate staff according to service users' needs, preferences, risk levels and staff competencies.
4. Arrange suitable cover for sickness, annual leave, training and other absences.
5. Respond promptly to changes in staffing, service-user needs or operational requirements.
6. Ensure continuity of care wherever possible by matching suitable staff to service users.
7. Communicate rota changes and service updates clearly to staff, service users and relevant representatives.
8. Participate in the out-of-hours on-call rota where required.

Service-User Care and Support

1. Promote person-centred care that respects each service user's dignity, privacy, independence, culture, beliefs and choices.
2. Support the completion of initial assessments, care plans, risk assessments and support plans.
3. Review care plans regularly and ensure they are updated when a service user's needs or circumstances change.
4. Monitor the quality and effectiveness of care provided.
5. Ensure that staff understand and follow individual care plans, medication instructions, behaviour-support plans and risk-management arrangements.
6. Attend reviews, multidisciplinary meetings and best-interest meetings where required.
7. Maintain regular communication with service users, relatives, advocates and professionals.
8. Respond appropriately to concerns, complaints or requests raised by service users or their representatives.
9. Provide direct care and support when necessary to maintain service continuity.

Team Leadership

1. Provide day-to-day leadership, guidance and support to the care team.
2. Allocate duties and ensure that staff understand their responsibilities.
3. Supervise Senior Support Workers, Support Workers and other designated staff.
4. Conduct staff supervisions, spot checks, competency assessments and performance reviews.
5. Support the induction, training and development of new and existing staff.
6. Identify training needs and report them to the Registered Manager.
7. Address poor performance, conduct concerns or unsafe practice in accordance with company procedures.
8. Promote effective teamwork, professional conduct and positive communication.
9. Lead staff meetings, handovers and team briefings where required.
10. Act as a role model by demonstrating professional, respectful and accountable practice.
11. Support staff wellbeing and escalate significant concerns to the Registered Manager.

Safeguarding and Risk Management

1. Recognise, respond to and report safeguarding concerns promptly.
2. Ensure that staff understand their safeguarding responsibilities.
3. Follow local safeguarding procedures and company reporting processes.
4. Report serious incidents, accidents, allegations, medication errors and other concerns to the Registered Manager.
5. Support investigations into incidents, complaints and safeguarding matters.
6. Ensure that risk assessments are current, appropriate and followed by staff.
7. Take immediate action where there is a risk to the safety or wellbeing of a service user, staff member or member of the public.
8. Promote positive risk-taking while ensuring appropriate safeguards are in place.

Medication Management

1. Ensure that medication is managed safely and in accordance with care plans, prescriptions and company procedures.
2. Monitor medication administration records and report any gaps, errors or concerns.
3. Support medication audits and competency assessments.
4. Ensure that staff authorised to administer medication have received appropriate training and assessment.
5. Report and investigate medication incidents in line with company procedures.
6. Liaise with pharmacies, GPs, nurses and other healthcare professionals where necessary.

Quality Assurance and Compliance

1. Support the Registered Manager in maintaining high standards of care and regulatory compliance.
2. Conduct regular audits of care records, medication records, daily notes, incident forms, financial records and other service documentation.
3. Monitor staff attendance, punctuality and completion of assigned duties.
4. Ensure that records are accurate, current, legible and completed within the required timescales.
5. Support internal inspections, external inspections and quality-monitoring visits.

6. Assist with the implementation of action plans following audits, complaints, incidents or inspections.
7. Ensure that staff follow company policies, procedures and codes of conduct.
8. Maintain confidentiality and comply with data-protection requirements.
9. Promote continuous improvement across the service.

Communication and Partnership Working

- 1) Maintain professional communication with service users, relatives, staff and external professionals.
- 2) Liaise with social workers, commissioners, GPs, community nurses, therapists, pharmacies and other agencies.
- 3) Share relevant information appropriately while maintaining confidentiality.
- 4) Attend professional meetings, reviews and case conferences where required.
- 5) Escalate significant concerns, changes or risks to the Registered Manager.
- 6) Maintain accurate records of telephone calls, meetings, decisions and agreed actions.

Administration

- 1) Maintain accurate service-user and staff records.
- 2) Ensure that care documentation is filed and stored securely.
- 3) Monitor staff timesheets, attendance records and rota completion.
- 4) Support payroll preparation by checking and submitting accurate staff hours.
- 5) Assist with recruitment processes, including interviews, references and induction arrangements.
- 6) Monitor staff training, supervision, appraisal and compliance records.
- 7) Prepare reports, summaries and information requested by the Registered Manager.
- 8) Use electronic care-management and rota systems effectively.
- 9) Ensure that office and service records are kept organised and up to date.

Health and Safety

- 1) Promote a safe working environment for service users, staff and visitors.
- 2) Ensure that staff follow infection-prevention and control procedures.
- 3) Report hazards, maintenance concerns and health-and-safety incidents promptly.
- 4) Ensure that emergency procedures are understood and followed.
- 5) Support fire checks, environmental checks and health-and-safety audits.
- 6) Ensure that staff use equipment safely and report defective equipment immediately.

General Responsibilities

- 1) Work flexibly according to the needs of the service.
- 2) Undertake on-call duties, evening, weekend or bank-holiday work where required.
- 3) Provide emergency staffing cover where reasonably necessary.
- 4) Attend mandatory training, meetings and supervision sessions.
- 5) Always maintain professional boundaries.
- 6) Comply with the organisation's policies, procedures and values.
- 7) Carry out any other reasonable duties appropriate to the role, as directed by the Registered Manager or senior management.

Person Specification

Essential Qualifications and Experience

- NVQ Level 3 Diploma in Health and Social Care, or willingness to work towards NVQ Level 4/5 as appropriate
- Previous experience working within health and social care.
- Experience leading shifts, supervising staff or coordinating care services.
- Good written and verbal communication skills.
- A sound understanding of the Care Act 2014, Mental Capacity Act 2005, safeguarding legislation and reporting procedures, and equality and diversity principles.
- Knowledge of person-centred care and support planning, positive risk management, and promoting independence.
- Experience supporting adults with care or support needs.
- Experience completing care records, incident reports and risk assessments.
- Ability to use electronic care-planning, rota or record-management systems.
- A good understanding of medication management, infection prevention and control, health and safety, and moving and handling procedures.
- Knowledge of Care Quality Commission (CQC) Fundamental Standards and regulatory requirements.
- Good understanding of confidentiality, GDPR, and professional boundaries.
- Knowledge of quality assurance processes and continuous service improvement.
- Ability to organise workloads, prioritise tasks and respond to emergencies.
- Ability to work independently and as part of a management team.
- Full UK driving licence and access to a vehicle (where required).

Desirable Qualifications and Experience

- Level 4 or Level 5 Diploma in Leadership and Management for Adult Care.
- Previous experience as a Care Coordinator, Team Leader, Deputy Manager or Senior Support Worker.
- Experience working in supported living, domiciliary care or residential care.
- Experience conducting staff supervisions, appraisals and competency assessments.
- Experience completing audits and quality-assurance checks.
- Knowledge of relevant care regulations and inspection standards.
- Experience working with local authorities, healthcare professionals and commissioners.
- Full UK driving licence and access to a vehicle, where required for the role.

Skills and Personal Attributes

The successful candidate should:

- Demonstrate strong excellent leadership, people management and organisational skills.
- Be compassionate, respectful and committed to person-centred care.
- Be able to remain calm and make appropriate decisions under pressure.
- Communicate clearly and professionally.
- Strong interpersonal skills, with the ability to build positive relationships
- Be reliable, approachable and accountable.
- Have good problem-solving, decision-making and conflict-management skills.
- Be able to manage competing priorities and meet deadlines.

- Maintain confidentiality and professional boundaries.
- Be willing to challenge poor practice and promote continuous improvement.
- Ability to coordinate staffing, manage rotas, and ensure safe and effective care delivery.
- Competent IT skills, including Microsoft Office and electronic care planning or rostering systems.
- Ability to work independently and collaboratively within a multidisciplinary team.
- Demonstrate flexibility in response to the needs of the service.
- Be able to motivate, support and develop staff.
- Have a strong commitment to safeguarding and promoting service-user wellbeing.
- Honest, reliable, accountable, calm and resilient under pressure.
- Flexible and adaptable to changing service needs.
- Committed to delivering high-quality, person-centred care.
- Positive attitude with a commitment to continuous learning and service improvement.

Additional Requirements

The appointment is subject to:

- A satisfactory enhanced Disclosure and Barring Service check.
- Satisfactory references.
- Proof of identity and right to work in the United Kingdom.
- Completion of mandatory training.
- Occupational-health clearance where applicable.
- Willingness to participate in the on-call rota.
- Ability to travel between service locations where required.

Performance Standards

The Care Coordinator / Team Leader will be expected to:

- Maintain safe and appropriate staffing levels.
- Ensure that care plans and risk assessments remain current.
- Respond promptly to incidents, complaints and safeguarding concerns.
- Maintain accurate and complete records.
- Ensure staff receive regular supervision, support and competency checks.
- Promote positive outcomes, independence and dignity for service users.
- Support the service in meeting internal quality standards and regulatory requirements.

This job description will be reviewed periodically in consultation with the registered manager.

Employee Name: _____

Employee Signature: _____ **Date:** _____

Manager Name: _____

Manager Signature: _____ **Date:** _____

WORKING CONDITIONS

Physical Demands

The Care Coordinator / Team Leader will have to spend long hours sitting and using office equipment and computers, which can cause muscle strain. The Care Coordinator / Team Leader may also have to do some light lifting of supplies and materials from time to time.

Environmental Conditions

The Care Coordinator / Team Leader may have to manage several projects at one time and may be interrupted frequently to meet the needs and requests of clients and staff. They may find the environment to be busy, noisy and will need excellent organisational and time and stress management skills to complete the required tasks.

Sensory Demands

Sensory demands include use of the computer, which may cause eyestrain and occasional headaches. The office may be noisy and busy making it difficult for the Care Coordinator / Team Leader to concentrate.

Mental Demands

The Care Coordinator / Team Leader will have to manage several requests and situations at one time. Stress may be caused by the need to complete tasks within tight deadlines.

CERTIFICATION

I certify that I have read and understand the responsibilities assigned to this position.

Employee Name:

Employee Signature:

Date:

I certify that this job description is an accurate description of the responsibilities assigned to this position.

Supervisor's Name:

Supervisor's Signature:

Date:

I approve the delegation of responsibilities outlined herein the context of the attached organisational structure.

Care Manager's Name:

Care Manager's Signature:

Date:

The above statements are intended to describe the general nature and level of work being performed by the incumbent(s) of this job. They are not intended to be exhaustive list of all responsibilities and activities required of the position. It will also include any other duties appropriate to the post as directed by the Registered Manager and Care Manager.