

London Care PLC

Job Description – Out of Hours Service Co-ordinator

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1. Function

The Out of Hours Service Co-ordinator's role is to ensure that London Care's Service Users are served outside of normal office hours in accordance with the Company's policies and procedures and in line with the Company's Aims and Objectives. He/she is responsible for seeing that services are delivered to a consistently high quality and in such a way that meets the needs of Service Users and the terms of the contracts under which the services are operated. There is a particular emphasis in the Out of Hours Service Co-ordinator's role on the ability to handle emergency and crisis situations in a measured, timely, responsive and appropriate manner that displays initiative and resourcefulness. This responsibility may include, in exceptional circumstances, personally providing care support services as a 'worker of last resort' to ensure that the needs of vulnerable Service Users never go unmet.

2. Responsibility and Authority

The Out of Hours Service Co-ordinator is responsible for and has commensurate authority to carry out the following duties:

- 2.1 To oversee, outside of normal office hours, the carrying out of duties as prescribed in an individual's Service Plan.
- 2.2 To be the initial point of support and contact for Care and Support Workers, Service Users and Purchasers outside of normal office hours and to be available to take and respond to calls at all times whilst on duty.
- 2.3 To promote and fulfil the Aims and Objectives of London Care Plc as defined in the company's Statement of Purpose.
- 2.4 To comply with all Policies and Procedures of the Organisation, as appropriate.
- 2.5 To participate in any meetings as required, some of which may necessarily be held outside of the Out of Hours Service Co-ordinator's agreed working time.
- 2.6 To promote anti-discriminatory practice as per the company's Equal Opportunities Policy (QPD002).
- 2.7 To maintain the confidentiality of information (as per the company's Service User Confidentiality Policy (QPD003) and Data Storage, Protection and Retention Policy (QPD036)).
- 2.8 To acknowledge individuals, personal beliefs and identity as per the company's Service Users' Rights Policy (QPD004).
- 2.9 To liaise as needed with external professionals (e.g. Duty Social Workers, CPNs, chiropodists, GPs, nursing professionals) in order to respond appropriately to the urgent needs of Service Users.
- 2.10 To report to the Branch Manager and Client Care Co-ordinators at the commencement and end of each on-call period on significant events and incidents.
- 2.11 To participate in staff supervision, development, training and performance appraisals.

2.12 To ensure that the Care Services outside of office hours are operated in accordance with the latest Health & Safety legislation.

2.13 To conform to the UKHCA Code of Professional Conduct and to the National Minimum Standards for Domiciliary Care in relation to the operation of care support services.

3. Relationships

The Out of Hours Service Co-ordinator observes and maintains the following relationships.

Superiors – he/she is accountable to his/her Branch Manager (and to Senior Management and the Directors of the Company) and to any other specified superiors.

Subordinates – he/she is responsible, outside of normal office hours, for Care and Support Workers and any other designated sub-ordinates.

Other company personnel – he/she has frequent contact with other Client Care Co-ordinators, Senior Client Care Co-ordinators, Administrators, Monitors, Assessors, Trainers and other personnel in the course of carrying out his/her duties.

Others – he/she has contact as necessary with other professionals such as Social Workers, Local Authority Care Managers, District Nurses, GPs etc.

Relatives, neighbours and friends of Service Users – he/she may have contact with a Service User's family and/or acquaintances in the course of his/her duties.

4. Typical Duties

4.1 General

- To carry out, through the supply and allocation of appropriately skilled Care and Support Workers, care support duties which have been assessed and identified in Purchasers' contracts or assessed in Health and Social Services Care Plans. Also to ensure that all care tasks are carried out according to the agreed guidelines and specifications.
- To liaise with Health and Social Services Agencies in the statutory and independent sectors in order to meet the needs of Service Users.
- To respond to emergency situations in order to ensure the continuity of services. This is likely to include rearranging rotas to ensure that all Service Users receive their visits as scheduled even when staff go off work at short notice through sickness or other unforeseen circumstances.
- In very exceptional circumstances, to carry out care support tasks as the 'worker of last resort'.
- To liaise with Service Users as necessary to ensure they are always aware of any change in the delivery of their service.
- To accept short-notice referrals from Duty Social Work or Hospital Discharge teams and to ensure that such services are delivered in line with legislation and guidelines on assessments etc.
- To undergo supervision and training in line with the Company's Aims and Objectives.
- To carry out any other duties which may reasonably be required by the Management of London Care PLC.

4.2 Personnel

- To reassign 'uncovered' assignments to Care and Support Workers in case of emergency or unforeseen circumstances.
- To be available outside of normal office hours to Care and Support Workers and Service Users to provide support and supervision.

4.3 Administration

- To maintain and complete accurate up-to-date written records of incidents, communications and actions taken during 'on-call' periods.
- To relay all important written information to the relevant members of staff during normal office hours and to participate in 'handovers' for this purpose.

- To monitor and maintain a high standard of work from Care and Support Workers during the 'on-call' period.

5. Person Specification

Applicants' suitability for the position will be assessed according to their ability to meet the following requirements in terms of key competencies and qualifications:

Key Competency	Essential	Desirable
General		
Literacy	✓	
Numeracy	✓	
Telephone Manner	✓	
Understanding of Equalities Issues	✓	
Teamwork Skills	✓	
Minority Languages		✓
Driving Licence		✓
Leadership Skills		✓
IT and Office Skills		
Word processing	✓	
e-mail	✓	
Internet/Intranet	✓	
Databases	✓	
Typing 40wpm		✓
Filing	✓	
Task & Time Management	✓	
Note-taking	✓	
Care Issues		
Understanding of Community Care	✓	
Relevant Knowledge of National Minimum Care Standards	✓	
Care Management	✓	

Qualifications	Essential	Desirable
GCSE English (or equivalent)		✓
GSCE Maths (or equivalent)		✓
NVQ Care Level 3		✓
CIEH Risk Assessment (or equivalent)		✓