

London Care PLC

Job Description – Senior Client Care Co-ordinator

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1. Function

The Client Care Co-ordinator's role (refer to QJD011) is to ensure that London Care's Service Users are served 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.

Client Care Co-ordinators responsible for a team of co-ordinators may be designated 'Senior' Client Care Co-ordinators by agreement with the Operations Director. In addition to their normal responsibilities, these Senior Client Care Co-ordinators will also have line management responsibility for the other Co-ordinators in their team.

2. Responsibility and Authority

The Client Care Co-ordinator is responsible for and has commensurate authority to carry out the following duties:

- 2.1 To oversee the carrying out of duties as prescribed in an individual's Service Plan.
- 2.2 To directly line manage Care and Support Workers and subordinate Client Care Co-ordinators.
- 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.
- 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 participate as required in the multi-disciplinary assessment of Service User needs and the subsequent planning of Service User care.
- 2.10 To define special care needs based upon identification of specific clinical problems, and to monitor and review as appropriate.
- 2.11 To liaise as needed with external professional care organisations (e.g. CPNs, chiropodists, GPs and other nursing professionals) in respect of developing a total package of care for a Service User.

- 2.12 To report to the Branch Manager periodically and on request on activity levels and outcomes for Service Users.
- 2.13 To participate in staff supervision, development, training and performance appraisals.
- 2.14 To ensure that the day-to-day Care Services are operated in accordance with the latest Health & Safety legislation.
- 2.15 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 Client Care 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 for Care and Support Workers and any sub-ordinate Client Care Co-ordinators.

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 frequent contact 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 attend meetings as necessary with Service Users, their carers and/or advocates, Purchasers and other professionals in order to maintain and further the provision of a high quality care support service.
- 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.

4.1 Personnel

- To recruit, interview and arrange for the training of Care and Support Workers.
- To allocate assignments to Care and Support Workers.
- To be available to Care and Support Workers, Service Users and any subordinate Client Care Co-ordinators to provide support and supervision.

4.2 Administration

- To maintain and complete accurate up-to-date written and computerised records of available Care and Support Workers.
- To maintain and complete accurate and up-to-date written and computerised records of Service Users.
- To monitor and maintain a high standard of work from Care and Support Workers.

- To ensure the timely and accurate processing of employee timesheets.
- To ensure the timely and accurate submission of employees' weekly timesheets for reviewing attendance and for payment and invoicing purposes.

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	✓	
Training/Supervisory Skills	✓	
Minority Languages		✓
Driving Licence		✓
Leadership Skills	✓	
Business Management		✓
IT and Office Skills		
Word processing	✓	
e-mail	✓	
Spreadsheets		✓
Internet/Intranet	✓	
Databases	✓	
Typing 40wpm	✓	
Filing	✓	
Task & Time Management	✓	
Minute-taking	✓	
Note-taking	✓	
Care Issues		
Understanding of Community Care	✓	
Relevant Knowledge of National Minimum Care Standards	✓	
Care Management	✓	

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