

# Care and Response Scheduler

JE Code: JE2007



**Values – We are dedicated, respectful, collaborative, we are Milton Keynes Council**

**Service:** Care & Response  
**Reports To:** Registered Manager  
**Job Family:** Care & Welfare  
**Grade:** D  
**Political Restricted:** N  
**Date:** TBC

## Key Deliverables

1.	Responsible for the scheduling of a 24-hour care visits for whole service on scheduling system and working with Team Leaders and Managers to ensure care visits meet the requirements of care plans and reflect service users' needs.
2.	Responsible for planning, producing and distributing weekly work schedules for home carers, ensuring that all service user visits are covered, altering and distributing work schedules, ensuring that service user visits are covered, changes are effectively communicated.
3.	To record any sickness or unplanned absences that occur, keep records up to date and share relevant information with Team Leaders and Managers so that Attendance processes can be actioned. Additionally, notify the Care and Response Registered Managers of any problems relating to the effective provision of the service, for example, team sickness absence.
4.	To be responsible for keeping the scheduling system with accurate and up to date client and carer records in line with Care Quality Commission and Milton Keynes Council policy. Including adding and removing new and closed clients and carers. Additionally, to use the system reporting processes to extract information and data to provide to Managers for reporting and analysis.
5.	To plan, review and book training in line with programme of training to meet the requirements of the service and CQC to ensure all mandatory training is kept up to date to maintain a safe and competent workforce.

*Within reason these key deliverables may evolve to meet service need and it is expected that you will be flexible and adaptable in your delivery to meet both service and council wide needs*

## Essential Requirements (key skills & qualifications)

1.	NVQ Level 3 in Health and Social Care / Management or equivalent (or willing to undertake in first 6 months of employment if you have experience).
2.	Computer literate.
3.	Ability to work to deadlines in a pressured environment.
4.	Customer Service skills.

# Job Family

Care & Welfare  
Grade D



## Colleagues expectations

- Be professional at all times
- Work together for the good of the team, council and local people
- Promote a supportive culture
- Challenge assumptions
- Take ownership
- Be willing to change and do things differently
- Always work in a safe manner

## Managers expectations

- Be a role model by displaying positive behaviours at all times
- Make well-considered decisions
- Support, coach and communicate with my team
- Be accountable for my team's performance

Care and Welfare family jobs have as their primary responsibility, the vulnerable members of our community who depend upon the Council for direct advice, guidance and practical assistance. They may personally carry out caring related tasks, or manage those that do, but it is personal interactions with those in our care that are at the centre of these roles.

## Role characteristics

At this level job holders provide front-line advice and assistance to vulnerable clients in a variety of settings. Working within strict procedural guidelines to ensure their health, welfare and the optimum delivery of Council services. A great deal of post holders' working time will be spent interacting with individuals as part of a wider care team.

## The Knowledge and skills required

The type of skills and knowledge required for these roles will come from a combination of experience in front-line public service jobs and focused formal training and education. Specific sector qualifications may be a requirement for some roles, but even when this is not the case, job holders will need knowledge of appropriate communication skills and techniques to effectively interact with those in their care.

Many roles at this level will engage with others in assisting with physical tasks requiring greater than normal manual dexterity. This might include cooking, artwork or other domestic and vocational activities.

## Thinking, planning and communication

Assessing the immediate needs of others and devising appropriate responses is a central element of roles. Solutions to day to day problems come generally from established practice and guidelines but job holders will also need to be creative in their approach to engaging with those in their care.

Effective communication is at the heart of these roles. Listening to others, assessing their basic needs and working with them to achieve agreed outcomes is central to ensuring their wellbeing. Not all individuals will be able to express themselves eloquently, and others will need straightforward messages couched in accessible terms.

## **Decision making and innovation**

With the health, safety and welfare of vulnerable individuals of prime importance, it will be necessary for job holders to work within well established guidelines to ensure consistency across the team and service. Within these boundaries job holders will regularly make minor day to day decisions in relation to such things as daily working priorities, choice of client activities or other practical matters.

## **Areas of responsibility**

The prime responsibility for job holders will be to ensure the welfare of the individuals and family groups they serve. They will be in the front-line of the Council's response to service users' needs and will carry out tasks or duties which have a direct impact on them.

Other than assisting new colleagues in their induction by demonstrating duties, job holders at this level will not be expected to supervise or manage others.

These roles are unlikely to have any financial responsibilities beyond the occasional handling of modest amounts of cash, sometimes on behalf of others.

Job holders will create and maintain work records, both written and electronic. There will, in addition, be sole or shared responsibility for the safe use and basic maintenance of a range of equipment, premises and/or vehicles.

## **Impacts and demands**

With the emphasis on working with others in a variety of settings, these roles will often see job holders either on their feet or engaged in activities requiring some ongoing physical effort.

Awareness of the actions of children, vulnerable adults and others will call for long periods of sensory attention. Job holders will also be required to have moderate periods of concentrated mental attention, for example when report writing or attending case meetings. Given the range of case work involved, job holders will also experience the pressures of deadlines and conflicting demands.

With constant exposure to vulnerable children and/or adults, many of the working relationships which are central to the role will see job holders needing to exert greater than normal emotional resilience.

Working directly with vulnerable service users will result in some exposure to disagreeable, unpleasant or hazardous environmental working conditions. This may extend to dealing with odours, intimate care and bodily fluids, and will also see job holders exposed to unpleasant or even threatening people related behaviour from time to time.