Home Care Co-Ordinator

JE Code: JE2191

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| **Values – We are dedicated, respectful, collaborative, we are Milton Keynes Council** |
| **Service** | Adults  |
| **Reports to:** | Registered Manager  |
| **Job Family** | Care and Welfare  |
| **Grade:** | G |
| **Political restricted** | N |
| **Date:****JE Code:** | February 2021JE2191 |

**Key Deliverables**

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| **1.** | To provide day to day lead for the team who deliver person centred personal care services to vulnerable adults with complex needs in the community (in Service Users own homes). Monitoring the changing need of people using the service and adapting support to effectively meet these needs and ensuring positive outcomes for customers. Including developing positive behaviour support plans, detailed person-centred care plans, risk assessments and detailed manual handling plans through working with health and social care colleagues of a multi-disciplinary nature. |
| **2.** | To provide management support across different locations in the community (services users own homes), monitoring the quality of care delivery and ensuring that the service is consistently meeting Care Quality Commission (CQC) standards in line with the 5 Key Lines of Enquiry (KLOE’s). This will include working a range of shifts including evening and weekends (AWP applied), providing line management, coaching and development opportunities to Carers and other colleagues within the service.  |
| **3.** | Using own professional knowledge and experience to ensure the delivery of service is in accordance with peoples agreed package of care, and individual care plans, overseeing safeguarding and health and safety and using own initiative to identify risks and solutions to arising challenges, reporting any identified issues or concerns to the Registered Manager of the service |
| **4.** | To ensure that team recording is in accordance with policy and that the services meets legal requirements and guidance, including The Care Act, Mental Capacity Act and CQC standards. This will include regularly completing and contributing to service audits and working actively to identify areas for improvement and efficiency. Any issues or concerns identified must be reported to the Registered Manager of the service. |
| **5.** | To take the lead on and report to the Registered Manager, Service Manager or Head of Service HR any issues in relation to carers attendance, ill health, capability management, attendance monitoring, performance management and fact-finding. Collating and analysing arising information, writing and delivering reports as required under MKC policy. |
| **6.** | To ensure that all service user data and recording of service activity on CM2000 (Care Management system) is accurate and up to date. Help to provide and analyse data to assist with the benchmarking of the performance of the service, using this information to help inform service development and improved practices. Data will also be used to inform the Finance Team of any required care contributions towards the cost of the service. |
| **7** | To actively manage first line concerns and complaints investigations from people who use services and their families. Providing clear information to the Registered Manager and Service Manager to ensure any concerns are properly investigated and resolved within agreed timescales. Give regular feedback to the Registered Manager of the service to ensure outcomes are delivered and maintained. |
| **8** | Working under the direction of the Registered Manager to develop staff skill sets through coaching, multi-disciplinary working, and arranging specific training. Enabling the service to take on service users with complex physical and mental health needs. This may require being involved with specific project work to drive forward service improvement and opportunities. |
| **9** | Understanding when to escalate and when to proactively and autonomously make and own decisions using professional knowledge and experience. Ensuring these decisions evidence consideration of risk and are made with joint working and ‘one team’ thinking, and that all actions are reported appropriately to the Registered Manager of the service. |

*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)**

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| **1.** | Minimum of 3 years experience working within services supporting vulnerable adults. |
| **2.** | Ability to demonstrate sound knowledge of relevant legislation including the Care Act and CQC requirements. |
| **3.** | Proven ability to problem solve and manage complex situations, this must include ability to make calm and balanced decisions. |
| **4.** | Proven ability to exercise highly developed influencing skills to affect change across teams delivering complex service to vulnerable people. |
| **5.** | Proven ability to analyse, summarise and write / record relevant information clearly and concisely, linking to planning and completing actions effectively in the best interests of the service. |

Job Family

Care & Welfare

Grade G

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| **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
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# 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 posts comprise front-line positions requiring a combination of professional qualifications and extensive experience in order to make consequential assessments and judgements in relation to the care and welfare of vulnerable children and adults. Working either in residential or non-residential teams, job holders’ freedom to act will be based not simply upon laid down procedures but also on more general professional and corporate policy guidelines.

### The Knowledge and skills required

At this level, the expertise that underpins job holders’ decisions and authoritative recommendations is grounded in either the theory of social work and/or associated disciplines or very extensive practitioner level experience. Job holders may require specific qualifications in order to comply with the legislative and regulatory requirements of their job.

Jobs at this level which do not quite require the in-depth theoretical knowledge described above will offset this with higher levels of financial responsibility and/or personal impact factors such as physical effort or more difficult working conditions. Roles at this level will engage with others in assisting with physical tasks requiring

some modest manual dexterity. Computer use is also a day to day feature of these roles.

### Thinking, Planning and Communication

Job holders need developed communication skills to engage at the appropriate level with service users. Two-way communications where inherent barriers exist is regularly challenging and post holders must couch their advice and persuasive messaging in terms which can be understood. These skills are likely to have been gained through specific experience and training.

Whether resulting from their own case work or from issues escalated from other areas, the problems and situations dealt with will inevitably be complex, involving multiple information streams such as individual needs assessment, consideration of resource allocation and prioritisation of conflicting demands. Although still working on a day to day basis with groups and individuals, there will also be a need to take a longer view which maybe up to a year ahead in some cases. Two-way communications where inherent barriers exist is regularly challenging and job holders must couch their advice and persuasive messaging in terms which can be understood. These skills are likely to have been gained through specific experience and training.

**Decision Making and Innovation**

The procedures, approaches and techniques required to fulfil the duties of these roles may be professionally based and/or defined by internal recognised protocols, but job holders will organise their own workload in accordance with changing demands and priorities.

Job holder will independently respond to problems, some of which may not have been encountered previously. They will have access to advice and assistance from team managers or supervisors when serious issues arise.

### Areas of responsibility

Job holders are responsible for the accurate and timely assessment of service user needs. As well the identification and delivery of appropriate care and welfare solutions under a variety of circumstances over more than a day to day timescale.

Job holders will generally have formal management responsibility within their team or centre. Those at this level who do not have this responsibility will be social work profession- also, whose specialist qualifications offset this slightly reduced demand.

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

At this level, the requirement for greater than normal physical effort is modest, although there will always be a need for limited standing, walking and the lifting/carrying of equipment and other items. 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.

The nature of these roles is such that most of the client relationships job holders are required to develop and maintain will need them to exert greater than normal emotional resilience, with some particularly challenging service users placing intense emotional demands upon them.

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.