

CARE CO-ORDINATOR JOB DESCRIPTION AND PERSON SPECIFICATION

JOB TITLE: Care Co-ordinator
REPORTS TO: Care/Branch Manager
SUMMARY OF POST: To maintain continuity of care and support to Service Users and to ensure efficiency and reliability of all visits to Service Users

MAIN RESPONSIBILITIES:

- Interviewing potential Care/Support Workers, ensuring all applicant paperwork is fully completed as per Carewatch and statutory requirements, and is signed and countersigned
- Checking of all ID documents against application paperwork
- Checking of Work Permit/Visa/Home Office documents where applicable
- Applying for two written references for all Care Worker applicants and verifying references on return
- Applying for Enhanced CRB documents for all Care Worker applicants
- On successful appointment ensuring Contracts of Employment are drawn up, Schedule completed appropriately and signed by all parties
- Ensuring Care/Support Workers aren't issued any work until all statutory checks have been completed
- Ensuring Care/Support Worker personnel and electronic files are up-to-date
- Processing of all new business referrals, making visit appointments for the Manager or Field Care Supervisor where privately funded referrals are received
- Assigning Care/Support Workers to Service Users on a permanent basis
- Ensuring that holiday/sickness and emergency calls are assigned
- Liaising with and providing support to Field Care Supervisors
- Responsible for all data input relevant to post
- Ensure that all Service Users' paper and electronic records are kept up-to-date
- Running of Care/Support Worker payroll and resolving any subsequent wage queries
- Running of invoices and resolving any subsequent invoice queries
- Allocation of cheques/cash against invoices
- Preparation of reports as required

PERSON SPECIFICATION:

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • Willing to work towards NVQ3 	<ul style="list-style-type: none"> • NVQ3 qualified
Experience	<ul style="list-style-type: none"> • Understanding of service provision in the care profession • Interviewing of staff and undertaking document checks • Care/Support Worker and Service User matching and rota production • General office administrative duties – typing, letter writing, filing • Working knowledge and 	<ul style="list-style-type: none"> • Working knowledge of the Domiciliary Care industry and surrounding regulations and legislation • Understanding of Regulatory Body functions and requirements • General office administrative duties within Social Care • Working knowledge of StaffPlan Roster • Working knowledge of Sage

	<p>understanding of payroll processes</p> <ul style="list-style-type: none"> • Working knowledge and understanding of invoice processes • Payroll and invoice query resolution • Report preparation 	Payroll and Sage Line50
Skills/Attributes	<ul style="list-style-type: none"> • Process and procedure driven • Excellent communication skills • Ability to work on own initiative and as part of a team • Good planning and organisational skills • Ability to cope with pressure • Ability to cope with change 	<ul style="list-style-type: none"> • Understanding and commitment to empowering services users • Commitment to own professional and personal development
Additional Requirements	<ul style="list-style-type: none"> • This post is subject to an Enhanced CRB 	