Job Specification: Care Coordinator

JOB DESCRIPTION

Care Coordinator

Compassion First Home Care
Local care for local people

Position Details

Job Title	Care Coordinator
Location	Stratford-upon-Avon, Warwickshire
Salary	£30,000 per annum
Working Hours	Monday to Friday, 08:30–17:30
Contracted Hours	40 hours per week
Lunch Break	One hour, flexible and unpaid
On-Call Duties	Participation in a rolling on-call rota
On-Call Allowance	£75 gross per rostered week
Reporting To	Operations Director / Registered Manager
Employment Type	Full-time, permanent

About Compassion First Home Care

Compassion First Home Care is an independent, privately owned home care provider based in Stratford-upon-Avon, Warwickshire.

We are proud to be recognised as one of the highest-rated home care providers in Stratford-upon-Avon and Warwickshire, with a strong reputation for delivering compassionate, reliable and genuinely person-centred care.

Our service is rated **Good by the Care Quality Commission (CQC)**, with an **Outstanding rating for Equity in Experiences and Outcomes**.

Our philosophy is simple: **Local care for local people.**

We believe that exceptional care starts with exceptional people. We invest in our team, promote a supportive working environment and continually strive to improve the quality of the services we provide.

As our organisation continues to grow, we are looking for a motivated, organised and experienced Care Coordinator to join our management team and play a central role in our day-to-day operations.

Job Specification: Care Coordinator

1. Purpose of the Role

The Care Coordinator is responsible for coordinating the safe, effective and efficient delivery of care services to our customers, ensuring that care visits are appropriately scheduled, staffed and delivered in accordance with individual care plans.

The successful candidate will act as a key point of contact between customers, families, Care Assistants and the management team.

The role requires strong organisational skills, attention to detail, excellent communication and the ability to respond calmly and effectively to changing operational demands.

The Care Coordinator will also contribute to service quality, regulatory compliance, staff wellbeing, customer satisfaction and the continued development of Compassion First Home Care.

The overall objective is to ensure that every customer receives the right care, from the right person, at the right time.

2. Key Responsibilities

A. Care Scheduling and Rota Management

- Develop, maintain and continuously review staff rotas to ensure all customer visits are appropriately covered.
- Match Care Assistants to customers based on their individual needs, preferences, skills, competencies, availability and geographical location.
- Promote continuity of care by allocating regular Care Assistants to customers wherever possible.
- Ensure all care visits are scheduled accurately, allowing appropriate travel time between appointments.
- Monitor staffing capacity and identify potential gaps in coverage before they affect service delivery.
- Respond promptly to sickness, annual leave, emergencies and unexpected staffing changes.
- Arrange suitable cover for unallocated or cancelled visits, ensuring customers are kept informed of significant changes.
- Review rota efficiency to minimise unnecessary travel, reduce avoidable gaps and make effective use of available staffing resources.
- Coordinate new care packages and changes to existing packages in consultation with the Registered Manager or Operations Director.
- Ensure Care Assistants are not allocated duties for which they have not received appropriate training or competency assessment.

Job Specification: Care Coordinator

- Communicate rota changes clearly and promptly to the relevant staff and customers.
- Maintain accurate scheduling records within the company's care management system.

B. Daily Operational Management

- Monitor daily care delivery to ensure all scheduled visits are completed safely and on time.
- Review electronic call monitoring, including missed visits, late arrivals, early departures and discrepancies in visit durations.
- Investigate and escalate unexplained call monitoring exceptions.
- Maintain oversight of operational communications, ensuring urgent matters are prioritised appropriately.
- Provide day-to-day guidance and support to Care Assistants working in the community.
- Respond professionally to operational difficulties, identifying practical solutions while maintaining customer safety.
- Ensure important information is communicated between office staff, Care Assistants, customers and their representatives.
- Assist with the implementation of new care packages and changes to customer schedules.
- Support the management team with operational reporting and service performance monitoring.
- Identify recurring operational issues and recommend improvements to systems and processes.

C. Customer Care and Relationship Management

- Build and maintain positive, professional relationships with customers and their families.
- Act as a reliable point of contact for day-to-day enquiries regarding care visits and scheduling.
- Respond to customer concerns promptly, sensitively and professionally.
- Ensure customer preferences and individual routines are reflected in scheduling decisions.
- Promote dignity, independence, choice, privacy and respect in all aspects of service delivery.
- Communicate changes to care arrangements in a timely and reassuring manner.
- Escalate changes in customers' health, wellbeing or care needs to the appropriate manager.
- Support the management team with customer reviews, feedback and satisfaction monitoring.

Job Specification: Care Coordinator

- Assist with resolving minor concerns before they develop into formal complaints.
- Ensure all significant customer communications are accurately documented.

D. Care Staff Support and Communication

- Maintain regular and effective communication with Care Assistants.
- Provide practical support and guidance to staff regarding their schedules, customer requirements and daily operational challenges.
- Promote a positive, respectful and supportive working environment.
- Respond appropriately to staff concerns and escalate matters requiring management intervention.
- Support new Care Assistants during their induction and initial integration into the service.
- Coordinate shadowing visits and introductory customer visits where required.
- Work closely with Field Supervisors and the Care & Training Practitioner to identify training and competency requirements.
- Support staff retention by promoting consistent communication, fair scheduling and reasonable consideration of availability.
- Encourage staff to report concerns, near misses, incidents and changes in customer needs without fear of unfair criticism.
- Maintain appropriate professional boundaries and confidentiality.

E. Quality Assurance and Compliance

- Support the Registered Manager and Operations Director in maintaining compliance with CQC regulations, company policies and relevant legislation.
- Monitor electronic care records to identify missing or incomplete visit notes, recording discrepancies and potential concerns.
- Assist with routine audits of care delivery, call monitoring and operational documentation.
- Monitor medication administration records (MAR) for missing entries or recording discrepancies, escalating concerns promptly.
- Ensure concerns relating to medication, safeguarding, missed care or customer safety are immediately escalated in accordance with company procedures.
- Support the implementation and monitoring of quality improvement action plans.

- Assist in maintaining accurate records of incidents, complaints, concerns and follow-up actions.
- Contribute to the identification of trends in operational incidents and recurring service issues.
- Work collaboratively with the management team to prepare for CQC inspections and internal quality reviews.
- Ensure staff are informed of relevant changes to care plans, risk assessments and operational instructions.
- Promote a culture of accountability, continuous improvement and high-quality care.

F. Recruitment, Onboarding and Workforce Planning

- Support the management team in identifying recruitment requirements based on customer demand and available staffing capacity.
- Communicate staffing shortages and geographical coverage needs to those responsible for recruitment.
- Assist with arranging interviews, induction sessions, shadowing and new starter schedules where required.
- Work with the recruitment and training teams to ensure new employees are introduced to appropriate customers.
- Maintain oversight of staff availability, working patterns and planned absences.
- Support effective workforce planning to ensure staffing levels remain appropriate as the service grows.
- Provide feedback on operational staffing challenges and opportunities for improvement.

G. On-Call Responsibilities

The Care Coordinator will be required to participate in the company's **rolling out-of-hours on-call rota**, alongside other designated members of the management team.

An additional **£75 gross allowance will be paid for each week the employee is rostered for on-call duties**, in accordance with the company's on-call arrangements.

Responsibilities include:

- Responding to urgent calls and messages from Care Assistants, customers and their representatives outside normal office hours.
- Managing unexpected staff absences and arranging suitable emergency cover.

- Responding to urgent scheduling difficulties, including late or missed visits.
- Providing advice and operational guidance to Care Assistants.
- Escalating safeguarding concerns, incidents and emergencies to the appropriate professionals or senior management.
- Ensuring urgent changes to care arrangements are communicated and recorded accurately.
- Maintaining clear records of out-of-hours calls, decisions and actions taken.
- Providing an effective handover to the office team following the on-call period.
- Ensuring customer safety and continuity of care remain the highest priorities.

The on-call rota will be organised and communicated in advance wherever reasonably possible.

Any additional working time, rest arrangements or exceptional operational requirements will be managed in accordance with company policy, contractual terms and applicable working time legislation.

H. Business Development and Service Growth

- Support the management team in maintaining a positive reputation within the local community.
- Contribute to the successful introduction and coordination of new customer care packages.
- Identify opportunities to improve customer experience and service reliability.
- Assist with operational capacity planning to support sustainable business growth.
- Maintain professional relationships with external professionals and organisations where appropriate.
- Represent Compassion First Home Care positively in all professional interactions.
- Contribute ideas and suggestions to improve operational efficiency, customer satisfaction and staff retention.

Job Specification: Care Coordinator

3. Key Performance Expectations

The successful candidate will be expected to contribute towards the following operational standards:

Area	Expected Standard
Visit Coverage	All scheduled care visits appropriately allocated and covered
Continuity of Care	Consistent allocation of regular Care Assistants wherever possible
Call Monitoring	Daily review and timely resolution of exceptions
Scheduling Accuracy	Accurate rotas with appropriate travel and visit times
Customer Communication	Prompt, professional and proactive communication
Staff Support	Responsive and effective support for Care Assistants
Compliance	Accurate records and timely escalation of concerns
Incident Management	Appropriate reporting, escalation and follow-up
Operational Efficiency	Effective use of staff availability and resources
Teamwork	Positive collaboration with colleagues and management

Performance will be reviewed regularly through supervision, operational meetings and agreed development objectives.

4. Person Specification

Essential Experience and Qualifications

- Previous experience in a care coordination, scheduling or similar operational role within domiciliary care or health and social care.
- Good understanding of the day-to-day operation of a home care service.
- Knowledge of CQC fundamental standards and relevant adult social care regulations.
- Understanding of safeguarding adults and the importance of recognising and reporting concerns.
- Experience coordinating staff rotas and responding to short-notice operational changes.
- Strong computer literacy and confidence using electronic systems.
- Excellent written and verbal communication skills.
- Good organisational skills and the ability to manage competing priorities.

Job Specification: Care Coordinator

- Ability to work independently while contributing effectively to a wider team.
- A commitment to delivering high-quality, person-centred care.

Desirable Experience and Qualifications

- Level 3 Diploma in Adult Care or equivalent qualification.
- Level 5 Diploma in Leadership and Management for Adult Care or willingness to work towards further professional development.
- Experience using Access Care Planning or similar electronic care management systems.
- Experience reviewing electronic call monitoring and medication records.
- Experience supporting care staff with induction, shadowing or competency arrangements.
- Previous experience participating in an out-of-hours on-call rota.
- Knowledge of local domiciliary care services and communities within Warwickshire.
- Experience supporting quality assurance and compliance audits.

5. Personal Qualities

We are looking for someone who demonstrates the following qualities:

Compassionate: Understands the importance of treating customers and colleagues with kindness, dignity and respect.

Organised: Can manage complex schedules, competing priorities and unexpected challenges without losing attention to detail.

Reliable: Takes ownership of responsibilities and follows through on commitments.

Calm Under Pressure: Can make sensible decisions and remain professional when dealing with urgent or challenging situations.

Proactive: Identifies potential problems early and takes appropriate action before they escalate.

Approachable: Builds positive working relationships and encourages open communication.

Accountable: Takes responsibility for decisions, maintains accurate records and recognises when matters require escalation.

Flexible: Understands the changing nature of home care and adapts appropriately to operational needs.

Team-Focused: Works collaboratively and supports colleagues to achieve shared objectives.

Committed to Excellence: Takes pride in delivering a service that consistently meets high standards.

Job Specification: Care Coordinator

6. Working Arrangements

The normal working pattern is **Monday to Friday, 08:30 to 17:30**, with a flexible one-hour unpaid lunch break, equivalent to 40 contracted working hours per week.

The timing of the lunch break may be adjusted to accommodate operational requirements and individual circumstances.

Any changes to the normal working hours or arrangements must be discussed and agreed in advance with the line manager.

The role is primarily office-based at Compassion First Home Care's Stratford-upon-Avon office, although occasional visits to customers' homes or other work-related locations may be required.

Participation in the rolling on-call rota forms part of the role.

7. Professional Conduct and Confidentiality

The Care Coordinator must:

- Maintain strict confidentiality regarding customers, employees and company information.
- Comply with UK GDPR, data protection requirements and company information governance policies.
- Maintain professional boundaries with customers, families and colleagues.
- Follow all relevant company policies and procedures.
- Act with honesty, integrity and professionalism.
- Promote equality, diversity, inclusion and respect.
- Report concerns, unsafe practices and potential regulatory breaches promptly.
- Maintain accurate, factual and timely documentation.
- Participate in supervision, team meetings and relevant training.
- Demonstrate the company's values through their daily conduct.

8. Training and Professional Development

Compassion First Home Care is committed to supporting the professional development of its employees.

The Care Coordinator will be expected to:

- Complete all mandatory training relevant to the role.
- Maintain up-to-date knowledge of safeguarding, care standards and relevant legislation.

- Participate in regular supervision and performance reviews.
- Engage positively with additional training and development opportunities.
- Keep informed of changes to company systems, policies and operational procedures.
- Contribute to a learning culture where feedback and continuous improvement are encouraged.

9. Our Expectations

At Compassion First Home Care, we believe that excellent care is achieved through consistency, teamwork, attention to detail and genuine compassion.

As Care Coordinator, you will be expected to lead by example, support your colleagues and take ownership of the quality and reliability of the care we deliver.

You will play an important role in maintaining the trust of our customers and their families while helping our organisation continue to grow without compromising the standards that define us.

Our commitment is simple: every customer deserves excellent care, every Care Assistant deserves effective support, and every visit matters.

10. Job Description Acknowledgement

This job description outlines the main duties and responsibilities associated with the position. It is not intended to be an exhaustive list.

Responsibilities may reasonably evolve in response to the needs of the service, following appropriate discussion with the employee.

The employee is expected to undertake other reasonable duties consistent with the nature and level of the role.

Miguel Camelo
Operations Director
Compassion First Home Care
01789 224 429
www.compassionfirst.co.uk
Miguel@compassionfirst.co.uk