

GuildCare[♥]	GUILD CARE JOB DESCRIPTION
Job Title	Home Care Co-ordinator
Unit	Home Care
Responsible To	Registered Manager
Responsible For	Home Care Team
Salary	SP18 - SP23
Hours of Work	35 hours per week

Job Requirements	
Essential	• Experience of working in the care sector • Experience within domiciliary care setting • Proven experience and a passion for supporting older people, including those with dementia to live independently • Ability to lead a team of staff • Ability to communicate with a range of different people • Good IT, literacy and numeracy skills • Good knowledge of the local area and ability to travel throughout the area • Ability to participate in an out of hours on call rota • Ability to provide care to clients in an emergency • Satisfactory DBS check • Full driving licence with access to a car
Desirable	• Experience of assessing the needs and risks of vulnerable adults • Experience of rostering staff and managing rotas • Experience of managing a team and completing staff supervisions and appraisals • Understanding of mental capacity and deprivation of liberty • Previous experience of using an electronic rostering system (Guild Care uses iCARE)

Job Purpose

To work closely with the Registered Manager and Field Care Supervisors to manage the team of Home Care Workers, ensuring the day-to-day delivery of the Home Care Service. To support all customers to live well, safely and have fulfilled lives. To ensure the service provides support and care in a way that is focused on the individual and is based on what matters to them. To work flexibly with people. To work with people in a way that continually demonstrates a focus on being person-centered and relationship focused.

To work closely with Field Care Supervisors in assessing the needs and risks of new and current customers, creating person-centered care plans that meet the customer's individual needs. To recognise when the needs of the customer may change and support them to access appropriate services. To work flexibly, adapting work patterns to support the needs of the service. To be a positive role model for staff and an ambassador for Guild Care.

To lead on rostering of Home Care staff, to ensure that all clients receive their care, taking into account individual choices and preferences. To prepare rosters that are as efficient as possible, meeting customer need and minimising staff travel time. To work with the Field Care Supervisors to complete staff supervisions and appraisals. To maintain accurate and up-to-date electronic and handwritten records for clients and staff.

To work closely with the Recruitment Co-Ordinator to inform recruitment action plans and build a recruitment pipeline based on where staff are needed, the capacity required and start dates.

To bring reliability, commitment, integrity, passion, and enthusiasm to the role. To be yourself, have a sense of fun, and take ownership of all aspects of your role.

To participate in the on-call rota, acting as the first point of contact for frontline staff and clients, and providing appropriate advice and guidance in an emergency.

Main Duties

Delivering the Home Care Vision

- To manage a team of Home Care Workers, leading on the day-to-day management of the service, upholding the principle that person-centred care derives from relationship-based care and not task-based care, and that getting to know what matters to the person we are supporting is key
- To work with people to establish a detailed understanding of their needs and wishes as described by the person themselves
- To listen and engage with each person in a way that responds to who they are
- To support, coach, and encourage the team so that they understand what good care looks like and feel proud to work in their team
- To support an environment where the team feels empowered and supported to make decisions and take informed/consensual risks
- To encourage an approach from the team that encourages self-reflection and self-development
- To ensure that all individuals receive individually tailored services based on person centred planning and that at all times the service promotes the highest standard of care
- To support care to people that is at all times sensitive, confidential and upholds dignity

Operational Service Delivery

- To be responsible for the service rosters for both care and help@home.
- To ensure that all clients are contracted to staff when joining the service
- To ensure that all staff receive their minimum weekly block contracted hours
- To ensure that all staff are rostered to undertake their mandatory training and any updates
- To use our electronic rostering system to allocate staff to provide care, taking account of skills, experience, and travel arrangements, supporting colleagues in other areas when needed
- To support, supervise, and appraise team members and keep the Registered Manager informed if there are concerns about the performance of any staff member staff
- To ensure that all individual visits are allocated to a worker, maximising continuity and consistency for the customer
- To record all staff annual leave and sickness on the P3, informing the Registered Manager of any concerns
- To complete and distribute rotas for care staff on a four-weekly basis
- To work with clients, relatives, and referring agencies to ensure that a detailed assessment of each individual's needs and risks is undertaken before a new person accesses the service
- To meet regularly with the Recruitment Co-ordinator to review the need for staff and agree actions for recruitment, considering geographical areas where there is a shortage of care staff capacity, staff leavers, and opportunities for new packages
- To ensure that every new person has consented to care and has an agreed care plan in place before the start of their Home Care Service
- To review the needs and risks of every person following a change in circumstances or discharge from the hospital
- To carry out a care plan review for all individuals at least annually
- To liaise with individuals, their relatives, and Guild Care colleagues to ensure individual preferences, named emergency contact, cost of care, proposed payment methods, are discussed and communicated with the relevant parties
- To maintain accurate and up-to-date electronic and handwritten records for individuals and staff
- To create individual records for new people on our electronic database, ensuring all information is completed accurately
- To participate in an office duty rota, dealing with telephone queries from individuals, their families, and other professionals working with them

- To contribute to monitoring, evaluating, and reporting on contract performance, by gathering information and documenting feedback to evidence outcomes for individuals
- To ensure medication competencies and audits are carried out
- To ensure that any feedback, including complaints, compliments, and suggestions, is encouraged, recorded, and reported to the Registered Manager and acts alongside the head of older people's services in the absence of Registered Manager
- To actively work to safeguard individuals and staff members in line with safeguarding policies
- To provide hands-on support, direct care when needed to support team members, role model, and assess the quality-of-service delivery
- To ensure that all Home Care staff understand and adhere to policies and procedures
- To ensure all information about the person and their families is kept confidential in accordance with GDPR
- To provide an out-of-hours on-call service on a rostered basis, providing appropriate advice and guidance to clients and staff in emergency situations
- To carry out any other duties as may be required to enhance the work of the Home Care Service and the lives of the individuals we support

BELIEF Values

Guild Care has adopted the following BELIEF values which underpin everything we do. These values are important to us and are discussed as part of our performance management conversations.

BELIEF Values	
Brave	✓ Courageous ✓ Passionate ✓ Empowered
Engaging	✓ Straightforward ✓ Authentic ✓ Present
Loving	✓ Genuine ✓ Caring ✓ Interested
Integrity	✓ Respectful ✓ Accountable ✓ Trustworthy
Everyone matters	✓ Considerate ✓ Attentive ✓ Appreciative
Free to be me	✓ Playing to strengths ✓ Supportive ✓ Vulnerable

Health and Safety

As an employee you have a responsibility under the Health and Safety at Work Act 1974 to:

- Take reasonable care of yourself and others at work
- Co-operate with Guild Care to ensure the laws relating to health and safety are not broken
- Report any problems or concerns about health and safety to the manager in the area in which you are working

Safeguarding

Guild Care is committed to safeguarding and promoting the welfare of our customers and expects all our staff to share this commitment.

Equal Opportunities

Guild Care is committed to anti-discriminatory policies and practices, and the post holder must be willing to make a positive contribution to their promotion and implementation.

Confidentiality

The post holder is required to observe strict and complete confidentiality regarding information obtained during his/her duties.

Scope of Job Description

This job description reflects the immediate requirements and responsibilities of the post. It is not an exhaustive list of the duties, but gives a general indication of work undertaken, which may vary in detail in the light of changing demands and priorities. Substantial changes will be implemented in consultation with the postholder.

Signature	
Name	
Date	