



JOB DESCRIPTION

Job title	Senior carer/ Care co-Ordinator
Report to	Registered Manger
Hours of work	37.5 over 7 days
Salary	£25,500
Location	All Services
Contract type	Permanent – 6 month probation

Job Purpose

To assist the Registered Manager with the coordination and smooth running of a Home Support and Personal Care Domiciliary Service that will provide quality services to older people and others in need.

Essential Duties/Responsibilities:

To organise and coordinate client calls and allocations within schemes and community and the daily organisational requirements.

To provide care and domestic support across the team rota within services and for staff on annual leave and in situations where options to find alternative cover has been exhausted and it would be detrimental to the client to postpone the call.

To carry out supervision and appraisal with staff as requested by the registered manager.

To support the registered manager with the training and development of staff within the team.

To ensure a quality service is delivered that reflects the clients' individual assessed needs and that adheres to National Minimum Care Standards and Care Quality Commission (CQC) legislation and requirements.

To undertake the shared provision of a telephone On-Call, out of office hours, service on a rota basis.

To network and liaise with health and social care professionals to promote the Home Support and Domiciliary Care service.

To work with the Registered Manager in delivering new services for Jubilee Citizens.

To always promote a positive image of Jubilee Citizens UK.

To undertake other duties of relevance to this position that may be required and requested.

Skills & Qualifications:

Ability to supervise and co-ordinate staff within agreed organisational policies and procedures.

Ability to travel throughout Birmingham and surrounding areas when necessary

Organisational ability that will be able to accommodate the needs of clients and staff.

Ability to assess the needs of clients and to deliver a service commensurate with those needs and within available resources.

Ability to carry out risk assessments

Competent computer and IT skills.

Knowledge of care rostering

To be able to manage own time to greatest effect

Ability to provide a confidential and discreet service to clients and to have a good working knowledge of what confidentiality means.

Committed to delivery of high standards of care.

Special Conditions:

- An enhanced DBS check will be undertaken for this role
- This is a description of the job as it is at present
- It does not form part of the contract of employment
- Job Descriptions are regularly reviewed and altered when necessary in conjunction with the post holder

Age Concern Birmingham / Jubilee Citizens UK are committed to Safeguarding:

Promoting good practice and prevention of harm and abuse

To ensure allegations of abuse or suspicions are dealt with and the person experiencing abuse is supported

PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE
Knowledge, Skills and Abilities: <ol style="list-style-type: none"> <i>Engage with wide range of stakeholders</i> <i>Supervision skills</i> <i>Knowledge of the needs of vulnerable people</i> <i>Understanding of Diversity & Equality</i> <i>Good interpersonal skills (communication and listening skills)</i> <i>Clear written skills</i> <i>Good IT skills</i> <i>Ability to carry out risk assessments</i> <i>Knowledge of the National Care Standards and CQC legislation and requirements</i> <i>Knowledge of Care rostering systems</i> 	 	
Experience: <ol style="list-style-type: none"> <i>Experience of delivering care paid and unpaid</i> <i>Experience of managing staff or volunteers</i> <i>Experience of multi-tasking within a fast-paced environment</i> <i>Previous experience of working within a care setting</i> <i>Experience of delivering personal care to clients</i> 	 	
Education and Qualifications: <ol style="list-style-type: none"> Nationally recognised relevant Care qualification to at least NVQ level 3 or equivalent Good standard of education Willingness to continue professional development 	 	
Personal Characteristics: <ol style="list-style-type: none"> <i>Committed to delivering quality services to clients</i> <i>Positive attitude towards clients and staff</i> <i>An ability to work unsupervised</i> <i>Have a driving licence and use of a car for work</i> 	 	