**Care Coordinator: Job Description**

*Responsible to: The Registered Manager*

*Responsible for: Team Leaders, Care Givers*

Best Staffing World Limited, trading as BSW Care are looking for an outgoing and empathic individual with excellent communication skills who enjoys empowering and supporting others.  
  
Being a Care Coordinator is about more than just rota management. You will be responsible for supporting the Manager with Business Growth and ensuring we are always delivering the highest possible standard of care.  
  
We pride ourselves in delivering care that is safe, responsive and that truly meets the needs of the individual we support, and your role will be fundamental to ensuring this happens every day by matching Customers and Carers not only based on availability, but also personality.  
  
**Responsibilities of the role: (But not limited to)**

* Rostering staff to provide a safe & efficient delivery of service to our clients.
* To take joint responsibility for the provision of care in your allocated locality.
* Monitor community care workers & carry out supervisions & appraisals.
* Liaise with other professionals involved in the service users care.
* To support and / or be included in the On-Call service during out of hours.
* Provide back-up cover
* Supporting induction programmes for new staff
* Assigning care workers to customers, whilst working within our standards
* Understanding, organising and recording the availability of all new care workers
* Working closely and communicating with other members of the team, professional bodies and family members to ensure the highest quality of care.
* Accepting, allocating and processing referrals for new care packages.
* Monitoring quality through Enterprise Content Management (ECM) records and weekly Key Performance Indicators (KPI) reports.
* Providing in-house training
* Acting as the IPC and Health and safety lead
* Attending Senior Management Meetings
* Leading client assessment teams
* Carry out quality assurance audits.

**Skills and abilities:**

* Able to work as part of a team as well as under own initiative
* Skilled in procurement
* Highly organised and able to prioritise tasks.
* Good oral and written communication skills
* Knowledge of domiciliary care provision.
* Strong I.T. skills
* Excellent communication and customer service skills
* Experience of managing a busy work load
* Ability to work autonomously and be able to analyse a situation and take decisive action in a timely manner
* Ability to remain calm under pressure

**Person Specification**

**Essential**

* Care sector experience
* Call centre experience
* Have or be willing to work towards a QCF (NVQ) level 5 in Care Management or equivalent.
* Domiciliary Care experience.

**Personal Qualities:**

* Pleasant, helpful, good concise telephone manner with customer focus
* Flexibility to cope with changing demands and priorities
* Own transport essential
* A strong focus on teamwork

**Job Type: Full-time**  
  
**Salary:** £23,000 - £25,000

**Benefits**

* Company pension
* On-site parking
* Referral programme
* Worker of the Month and Year Awards
* CPD Support
* 28 days holidays inclusive of bank holidays.