



Enfield Carers Centre
Empowering Carers

Senior Care Coordinator Job Description

PURPOSE

To assist in the management of ECC Homecare services, co-operating with statutory and voluntary organisations to provide a service for carers and their families in line with the aims, objectives, policies and standards of the organisation.

SERVICE COORDINATION RESPONSIBILITIES

To assist the Registered Care Manager in the management of care staff including:

- Maintaining recording systems in accordance with administrative procedure.
- Monitoring referrals in accordance with ECC policies and procedures.
- Forward planning in coordinating Care Support Worker schedules on a monthly, weekly and daily basis.
- Ensuring all shifts are covered and rotas sent out in a timely manner.
- Providing up to date handover for the on-call rota and also participating in the on-call rota.
- Undertaking needs and risk assessments.
- Undertaking re-assessments as when needed and at least every six months.
- Ensuring care plans are prepared, implemented and monitored.
- Dealing with phone and email enquiries from clients and staff members.
- Assisting with the supervision of care staff, including recruitment and selection; training and induction; supervision; observation, appraisal; team meetings.
- Reporting the need for an investigation into any reported accident/incident to senior managers.
- Liaise with our commissioners and private clients and set up new care packages.
- Making referrals to other agencies as appropriate.

QUALITY

- To work with the Registered Care Manager to ensure compliance with relevant regulatory requirements.

CARERS

- To develop and maintain relationships with service users to identify the levels of satisfaction and future needs.
- To represent carers views within appropriate fora.

NEW BUSINESS

- To input into the business planning process by feeding back areas of identified need in the community.
- To identify the training needs of staff and have an input into the development of the annual training plan.

PROMOTING ECC HOMECARE SERVICES

- To represent the organisation both locally and nationally as required.
- When required support the Registered Care Manager with the promotion of ECC Homecare Services by attending presentations and talks to local groups and organisations on the role and work of the organisation.

OTHER TASKS

- To follow ECC/Carers Trust Code of Conduct.
- To ensure that the organisation is compliant with health and safety legislation.
- To work within the philosophy and policies of the organisation.
- To ensure that equal opportunity principles are applied at all times.
- To ensure confidentiality is maintained at all times.
- To undertake any other duties commensurate with the post holder's grade as requested by the Registered Care Manager.
- In case of an emergency, work in the field to ensure all the uncovered requirements are fulfilled.

In line with ECC's safer recruitment policy, the postholder is expected to demonstrate a commitment to promoting the welfare and safeguarding of vulnerable adults and children.