

Job Description and Person Specification Profile – HOME CARE PATCH CO ORDINATOR

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Team:	HOME AND COMMUNITY SUPPORT TEAM
Service:	Adults Services
Salary & Grade/Band/Pay Range:	Grade F (SCP 17 – 22) J138
Job ID:	N/a
Professional Grade Category:	
Responsible to:	Assistant team manager
Contract Basis:	Permanent
Hours Per Week:	32.5 hours per week
Working Pattern:	Monday to Sunday (including bank holidays)
Location:	Main office Base / Home Working /Community
Probationary Period:	12 months
Criminal records Check required:	Yes
Politically Restricted Post:	No

What's the post, and what are we looking for?

This role will support the delivery of key People Plan objectives to support the effective management, growth and development of the workforce to support the corporate priorities. Through the provision of a comprehensive HR offer, the role will support policy and organisational change programmes. You will assist the Assistant Team Manager in the efficient running of the Home and Community Services to enable individuals to live independently in the community. To continually improve and develop services using feedback from individuals using the service, other stakeholders and performance data in accordance with Best Value Principles and relevant legislation.

Main Duties and Responsibilities include:

This list is not exhaustive, and is an indicator of the key duties and responsibilities that the post holder will have, as opposed to a task list.

- To act in due regard to service and corporate policies and procedures and be able to advise them to new and existing staff
- To assist in the induction process of new Home and Community Support Workers into their role
- Meet your staff on a regular basis, complete supervisions, observe them in their work, give support, advise, guidance and feedback and be a mentor to staff that need it
- To plan, write and facilitate patch meetings, distributing personal protective clothing (PPE), paperwork, equipment and information as necessary.
- Complete introduction visits to new people starting our services, answering any queries, referring for equipment and other services and answering queries and questions, completing paperwork etc.
- To ensure complete confidentiality is upheld for any information processed or discussed

- Provide solutions to any issues that come up regarding service users or staff and seeking support, advice and guidance as required by the Assistant Team
- Ensure that support is available to staff and other services from 07.00 – 22.00, seven days a week
- To contribute creatively and effectively to team practice
- To work as a team to ensure full service cover, liaising with members of staff where required
- Develop skills in identifying risk and ways in which to minimise this during work activities for self and others using risk assessments and reporting tools
- Maintaining computer systems and software applications (manual systems where required)
- Creatively utilising capacity in the system effectively and creatively for cover purposes, updating staff and managers of changes
- Ensuring continuity for people using the service and staff delivering care
- To actively support the implementation of new technology
- To attend, participate in and support training programmes and events at service level and corporate
- To perform personnel procedures, cover work in relation to that and update records
- To partake in supervision and personal development
- Answering calls in a timely manner. Resolving queries, initiating action, taking messages, signposting etc.
- To promote excellent customer care and promote equal opportunities

The duties may vary from time to time without changing the nature of the post or the level of responsibility, and the post holder may also be required to carry out any other duties appropriate to the grading of the post.

About you

Your essential qualifications

- GCSE Level of Education

Your essential skills, knowledge and experience

- Experience of direct work with service users within a Home and Community Support Service
- Knowledge of the requirements of service users with assessed needs
- Knowledge of the Equality Act
- Understanding Health and Safety Requirements and have experience of risk assessments
- Excellent communication skills both written and verbal
- Able to communicate to all levels of staff as required
- Able to communicate with stakeholders effectively and concisely
- Able to deal sensitively with members of the public
- Have the same STRIVE values as us
- Awareness of the Departments' Customer Complaint Policy
- Able to work on your own initiative
- A good team player with team building skills
- Problem solving skills
- Full understanding of the Departments' Customer Complaint Policy
- Able to fully fulfil the role
- Clean, full UK driving licence
- Able to work flexibly
- Ability to work to targets and deadlines
- Ability to fulfil all spoken aspects of the role with confidence through the medium of English

Specialised Training

- LAS
- CM2000

If you have the following experience or qualifications – then that's great!

- BTEC National Level
- Relevant qualifications at Level 3 or above
- Have worked in a care coordination role previously
- Have supervised and mentored staff
- Experience in a statutory or voluntary welfare agency
- Great at organising work
- Innovative and creative thinking

Our employees' skills, experience and knowledge are essential to our success along with their happiness, commitment, enthusiasm and motivation to be the best they can be.

What can you expect from us?

- A fair salary and benefits
- Opportunities for good health and wellbeing
- Help you to grow, develop and to do your best
- Enable you to be creative and innovative
- Fully involve you in changes that affect you and your work
- Listen, and act on your ideas and feedback

Working together, we are proud to work for Tameside

Our **STRIVE** values underpin our practice and behaviours and are at the heart of everything that we do:

