

Home Care Co-ordinator				Purpose			
Reference No.	I244.01	Type	Individual	Management of personnel and administration of Home Care Services. Co-ordinate the day to day delivery of a care at home service.			
Service	Health & Social Care						
Job Family	Professional	Grade	FC7				
Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:				Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility		E	D
Ensuring that Service Policies are adhered to in accordance with National Care Standards and monitoring and reviewing service provision.				SVQ level 3 in care or equivalent and/or relevant recognised professional qualification or equivalent experience. Supervisory certificate 15 credits at level 7 or SVQ 2 /HNC in care and must attain SVQ 3 in care within your first period of registration.		✓	
				Ability to register with the Scottish Social Services Council as a Supervisor of a care at home service and remain on the register.		✓	
				Significant experience in a relevant setting – (Deliver Results - See 'How We Work Matters' Framework)		✓	
				Management experience in care setting		✓	
				Ability to provide a regular and effective service		✓	

Role Profile

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Achieving objectives within the Service Improvement Plans and Care Commission Standards in terms of performance, people and partnerships, promotion of equal opportunities, rights, culture and diversity.	Leadership skills Ability to work independently (Take Ownership) Organisational skills	✓ ✓ ✓	
Managing team performance, organising supervision, 6 monthly direct observations and direct observation of the people in your team. Ensuring staff have the appropriate training and skills to deliver quality and safe care, providing support on site with training, demonstration and advice. Providing guidance and instruction to enable staff to practice safely and effectively. Manage staff absence as per local procedures.	Knowledge and understanding of the value of performance management/monitoring. Communication skills both oral and written	✓ ✓	
Maintaining accurate employee records including absences, training, timesheets, mileage claims and additional hours worked.	IT skills (Embrace technology and information)	✓	
Maintaining accurate, up-to-date database of all relevant service user records and taking responsibility for the effective application of information management systems.			
Awareness of budget control.	Ability to understand and to contribute to local budgets		✓
Operating within the framework of service policies and procedures e.g. Health and Safety Regulations, Data Protection Legislation and Confidentiality Policy.	Experience of identifying and adopting models of practice in order to achieve positive outcomes (Focus on customers)	✓	
Engaging and working in partnership with service users, family members, colleagues, statutory/voluntary agencies and others as appropriate.	Team working skills (Work together) Ability to engage with others and work in multi-disciplinary setting to achieve common goals	✓ ✓	

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<p>Monitor quality of the service delivered and adherence of care at home workers to service policies / procedures by conducting quality reviews of the service. Carry out 6 monthly reviews / revisions on an ongoing basis of each Service User in your defined locality observing staff practice and correcting when unsafe.</p> <p>Ensure the safety of the staff member and the service user by making changes to the plan of care.</p>	<p>Ability to undertake designated training and put new skills into practice</p> <p>Ability to travel throughout Fife within agreed times.</p>	<p>✓</p> <p>✓</p>	
<p>Carry out formal M&H competency assessment of M&H practices for each staff member. Amend moving and handling plan as necessary Take required action following assessment and recording outcomes.</p>	<p>Knowledge of Fife Health and Social Care Partnership procedures/Guidance</p>	<p>✓</p>	
<p>Monitoring and reducing risk to service users and others.</p>			
<p>Assessing risk to service users and / or staff, post – accident / incident, and/or where any significant change is reported / noted e.g. during a quality check on site.</p>	<p>Experience of carrying out risk assessments</p>	<p>✓</p>	
<p>Implementing short term risk controls to minimise risk to staff / service user to an acceptable level until a formal service user review takes place.</p>			
<p>Updating documented care plan, including risk assessment / handling plan.</p>			
<p>Providing on-site and service user specific instruction on care practice including moving and handling methods and equipment where this is required.</p> <p>Ensuring staff are competent following the onsite instruction familiarisation.</p>	<p>Experience and Knowledge of a range of equipment e.g. sliding sheets, hoists etc.</p>	<p>✓</p>	
<p>Recording, Investigating / interview incident / accident which may arise. Recording using appropriate IT systems and procedures. Following up where necessary on site to ensure staff / service user safety.</p>	<p>Report writing skills</p>		<p>✓</p>

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Identifying causes and implement measures to avoid or minimise recurrence by assessing the situation and making changes to the care plan including handling assessment and the plan to make the situation safe for the service user and the staff.			
Operating within the framework of service policies and procedures e.g. Health and Safety Regulations, Data Protection Legislation and Confidentiality Policy.			
Ensuring individuals are treated in a respectful and dignified manner at all times.			
Attending, organising and chairing meetings within a locality, and undertaking development training as required.	Must be flexible and be able to work out with office hours on a rota basis	✓	
Responding to service changes ie new allocations, increases/ decreases in care, suspensions and service ends. Organising your team's absences ensuring rota coverage at all times.			
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

Additional tasks or responsibilities – this is a generic role, however this particular job may also require you to undertake the following:			
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Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required

Type of Protection of Vulnerable Groups (PVG) or other Disclosure check (choose only one).	PVG Children <input type="checkbox"/>	PVG Protected Adults <input type="checkbox"/>	PVG Both <input checked="" type="checkbox"/>	None <input type="checkbox"/>
	Basic Disclosure <input type="checkbox"/>	Standard Disclosure <input type="checkbox"/>	Enhanced Disclosure <input type="checkbox"/>	

Additional Information – the following information is available:

- Skills Framework (if applicable)
- **How** we work matters

Expected Behaviours – It is essential that you display the following behaviours as they are expected of all our employees:

- Take Ownership
- Focus on Customers
- Work Together
- Embrace Technology & Information
- Deliver Results