



# Role Profile

<b>Scheduling Co-ordinator</b>			
Reference No.	A4912	Type	Individual
Service	Health and Social Care		
Job Family	Para Professional 4	Grade	FC6

<b>Purpose</b>
<p>Management of personnel and administration of Home Care Services.</p> <p>Co-ordinate the day-to-day organisation of central support team of a care at home service</p>

<b>Task or Responsibility</b> - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	<b>Person Specification: Skills, Knowledge, Qualifications or Experience</b> - Criteria can apply to more than one task or responsibility	<b>E</b>	<b>D</b>
Ensuring that Service Policies are adhered to in accordance with National Care Standards – monitoring and reviewing the Services provided.	<p>SVQ Level 3/SCQF Level 7 Social Services and Healthcare and PDA Health and Social Care Supervision at SCQF 7 with 15 credits.</p> <p>or</p> <p>SVQ 4 Social Services and Healthcare SCQF 9</p> <p>If you are eligible to apply to register with the SSSC and you do not currently hold all the required qualifications, you can still be granted registration subject to the condition that you must achieve the required qualifications within your first period of registration.</p>	<p>✓</p> <p>✓</p>	

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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.	Management experience in care setting	✓	
Managing team performance, organising supervision, team meetings, 6 monthly direct observations of the people in your team	Leadership skills Ability to work independently	✓	
Managing Attendance Management in line with Fife Councils Attendance Management policy.			
<p>Monitoring the quality of the service delivered and adherence of care at home workers to service policies/procedures by conducting quality reviews of the service provision – 6 monthly.</p> <p>Carrying out formal Manual Handling competency assessments of Manual Handling practices for each staff member. Taking required action following assessment and recording outcomes.</p> <p>Recording, investigating/interviewing accident/significant occurrences which may arise.</p> <p>Recording using appropriate IT systems and procedures. Maintaining accurate up to date databases for all relevant service user records and taking responsibility for the effective application of information management systems</p> <p>Identifying training and development needs of staff, ensuring compliance with statutory requirements and best practice in care standards.</p> <p>Taking responsibility for Care at Home Service out with office hours.</p>	Organisational skills	✓	

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<p>Ensuring contingency plans are in place for 24-hour service/7 days.</p> <p>Attending and organising meetings.</p> <p>Organising rotas to ensure full operational/service cover, sometimes at short notice.</p> <p>Engaging and working in partnership with service users, family members, colleagues, statutory/voluntary agencies and others as appropriate.</p>			
<p>Be a Total Mobile Super user taking responsibility for the users of Total Mobile, its accuracy and its maintenance, ensuring Total Mobile has a contingency plan.</p> <p>Advising on scheduling issues and advise in emergency situations.</p> <p>Ensuring the Total Mobile system is maintained in accordance with Fife Council BTS policy.</p> <p>Liaising with Team Managers, Home Care coordinators, Business Technology Solution Staff and external companies.</p> <p>Delivering training and problem solve in relation to the scheduling system.</p> <p>Ensuring the scheduling unit is adequately resourced.</p>	<p>Participate in shift working covering a 7-day period</p>	<p>✓</p>	
<p>Undertaking all other duties as required for the role. Duties will be in line with the grade.</p>			

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<b>Additional tasks or responsibilities</b> – 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

**Before confirming appointment:** You may be required to obtain PVG scheme membership or a Disclosure check. Please refer to the job advert for clarification of the specific requirement.

<b>Additional Information</b> – the following information is available:	<b>Expected Behaviours</b>
<ul style="list-style-type: none"> <li>• Skills Framework (if applicable)</li> <li>• <b>How</b> we work matters</li> </ul>	<p>Every council employee is expected to lead the way by making decisions and behaving in ways that uphold our community commitments and values.</p> <p>Please refer to How We Work Matters Guidance to learn more.</p>