



JOB DESCRIPTION

Care Coordinator (Domiciliary Care)

East London Care and Support (ELCAS): Who are we?

ELCAS is a private domiciliary care provider, based in the London Borough of Newham. Established in 2009, ELCAS has delivered high-quality, person-centred care and support to adults and children of all ages and needs, ensuring client safety and contributing to their independence and overall well-being.

We are registered with the Care Quality Commission (CQC), rated good in all domains and meet all CQC Fundamental Standards and regulations. We are also registered with OFSTED to support children aged 5 to 18 in our setting.

Purpose of the Role

The role of Care Coordinator is important to the success of ELCAS operations.

You will be reporting to an Operational Manager

Key functions are the smooth running of the scheduling system to ensure all care calls are appropriately covered with well-matched carers. Knowledge and understanding of Electronic Care Management (ECM) systems are essential, as are strong IT skills to use these systems, electronic records, and communication. Monitoring ECM for carer logging in/out to ensure care calls are attended and that carers have completed effective care notes and observations. We currently use Birdie Care, for our ECM. Communicating with the clients, families and carers to ensure client safety, satisfaction and fulfilment of care delivery. **Caring for our carers helps them care for our clients.** The ability to multitask and work under pressure to meet agreed deadlines is essential to successfully fulfil this role.

Undertaking clients' initial assessments and annual reviews, collecting and recording accurate, person-centred information, and completing relevant paperwork / digital documents that are fully updated promptly. Undertaking carers' supervision to check their well-being, monitor performance and training gaps and needs. Recordkeeping is paramount, with relevant contact logs recorded for both clients and carers. Ensuring excellent professional positive communication, verbal, non-verbal and in writing with all professionals relating to the care, health and wellbeing of our clients.

Assisting with the recruitment of skilled, experienced carers who provide high-quality care and respect our clients and fellow carers; assisting with induction and necessary training; and arranging peer support sessions to share best practice, remind carers of their responsibilities, and how to work effectively and professionally with clients.

You will keep all electronic and paper systems up to date, ensuring that information is accurate, non-judgmental, and compliant with GDPR. You are responsible for understanding and working with relevant Care legislation, CQC regulations and standards, and the Newham Provider Quality Handbook to continuously improve care safety and quality delivered by our care staff to our clients.

You will always maintain confidentiality and remind carers of the importance of doing so as well. You are responsible for upholding and championing this company's positive reputation. You will work with Management Teams on any new initiatives the Director introduces to support the company's expansion. You will provide office cover and complete projects and administrative tasks as directed by your line manager.

Responsibilities

- Clear and positive communication between clients, families, carers, professionals and management. Consistent, open and honest communication with all parties
- Ensure written communication to professionals is in appropriate professional language, clear, concise and to the point. Seek advice and ask colleagues/managers to proofread emails
- Always maintain confidentiality and comply with Data Protection and GDPR requirements
- Duty of Candour, being honest and owning up to errors, allows us to learn and improve
- Know and understand clients' needs and carers' skills to make good care matches
- Attention to detail to ensure rotas are completed with no unallocated care calls
- Proactively covering emergencies, sickness absences, and ensuring continuity of care
- Monitoring ECM for carer logging in/out and effective care notes and observations completed
- Provide cover for other coordinators and work together with them to ensure all tasks are covered at all times, ensuring effective and positive communications
- Treating all carers fairly, with care and respect
- Answering all telephone calls (landline and mobile), making relevant notes of information given and actions required
- Manage and monitor the duty mobile phone in and out of office hours, attending to emergencies only out of office hours
- Recording communications on the client and carers' electronic records
- Seek advice from managers/colleagues, ensuring no clients/cares are placed at risk of harm
- Undertake spot checks, observations, reviews and supervisions
- Ensure accuracy and up-to-date information for paperwork and digital documents
- Ensure clients have at least annual reviews or earlier if there is a change in need
- Ensure carers have at least two face-to-face supervisions and one annual appraisal
- Signpost clients and carers to relevant activities and places for support, i.e. carers to our Employee Assistance Programme
- Assist with training of carers, including refresher, targeted and awareness training
- Identify own training and development needs, keeping own knowledge of care industry standards and regulations updated by regularly undertaking training
- Work diligently to meet KPI's and agreed goals set in your supervision
- Upholding and championing the positive reputation of this company, leading by example through your words and actions
- Champion **Positive Workplace Culture**, and champion **Equality, Diversity and Inclusion**, leading by example through your words and actions
- Assisting with the recruitment of new carers, including interviewing, induction and training
- Be a team player and actively participate and contribute to Team Meetings

Any Other duties that fall within the competencies of the post holder and the grade of the post.

The role of Care Coordinator is vital to East London Care and Support, ensuring a high level of safe, high-quality care for our clients. In this role, you will be responsible for training and managing carers. You will manage how they deliver quality care to our clients, encourage best practices, address poor performance, and ensure any training needs are met. Your exact duties will be listed in your individual Job Description and delegated by the Operational Manager and Director.

- You will work to build a positive professional relationship with carers and support them to deliver good quality, safe, person-centred care to all our clients.
- You will support clients to resolve any concerns they raise.
- You will work with clients and carers to build trusted relationships.
- You will always maintain confidentiality
- You will report to an Operational Manager and take direction from them on any issues relating to your role.
- You will attend all training that is compulsory or identified by your manager; you will also be responsible for identifying your own training and development needs.
- You will always act professionally, positively representing the company, championing our company and services to all colleagues, clients, other professionals, prospective clients and staff.
- You will NOT act in a manner to bring disrepute to the company.
- You will adhere to all company policies and procedures and follow the staff Code of Conduct and Staff Handbook.
- You will act in accordance with the Care Act 2014 and all other Care Legislation and CQC standards and principles, and the Newham Provider Quality Handbook
- You will promote a positive workplace culture and equality, diversity and Inclusion in all you do while employed by ELCAS.

You will work on the Care Coordinator Job Description and Specification.

Your duties will include, but are not limited to,

Rota & On Call Duty

1. Managing rotas and ensuring all absences are covered
2. On Call Duties to manage Duty Mobile and attend to urgent requests, directing non-urgent requests to be contacted during office hours.

Clients

3. Care and Risk Assessments, Care Provision, Care Coordination and Care Management.
4. Service Quality Assurance, ensuring service delivery and quality are always monitored and improved.
5. Attend Client reviews, update records and systems and place updated paperwork in clients home file.
6. Maintenance of Clients Database, electronic files and documents, and Care systems to ensure accurate and current information, clearly stated for audit trails.
7. Communicate clearly, concisely and promptly with the commissioner of service / Social Worker, to keep other professionals updated on Client situations and changes in health, well-being or need.

Carers

1. Assist in recruiting Carers.
2. Conduct observations and spot checks, update records and systems and identify themes of training required.
3. Conduct Carers' supervision and appraisal, and provide carers with a written copy.
4. Providing training for carers and identifying any gaps or poor practices.
5. Ensure carers receive all communication relevant to their post.
6. Arrange peer support groups.
7. Praising good performance and reprimanding poor performance, accurately recording these details for quality assurance and to feed into Supervisions.
8. Monitor Carer performance, such as logging in and out of calls and making good and accurate records of their care calls. Work with Carers to improve their performance in these areas.

General

1. Maintain confidentiality at all times.
2. Administration and office cover.
3. Preparing data and reports on clients and carers for management as required
4. Ensuring that client and carer data is treated confidentially and safely.
5. Updating all systems with accurate, non-judgmental information.
6. Participate in Team meetings
7. Representing the Company at internal and external events.
8. Clear record keeping of reporting incidents or concerns.
9. Reporting any concerns to the Operational and Registered Manager
10. Identifying your own training and self-development needs.

And any other duties that fall within the competencies of the post holder and the grade of the post.

The above is not an exhaustive list; in addition to these duties, you may be required to perform other tasks as our business needs change. We reserve the right to amend the above duties as deemed necessary for the business.

The duties described in this job description must be carried out in a manner that promotes equality of opportunity and dignity, and that shows due respect for all employees and clients or customers, consistent with the Company's Equal Opportunities Policy.