

JOB DESCRIPTION

Co-ordinator

Job Title: Co-ordinator
Directorate & Section/Unit: Provider Services
Reporting to: Team Supervisor
Management responsibility: NA
Supervisory responsibility : N/A
Headcount and FTE of staff: N/A

Please do not change the following information unless a grading or DMA review has been undertaken.

Salary Grade:	Scale 4
WCC Management Level:	N/A
Number of Direct Reports:	N/A

Our People Values:

To uphold and act in accordance with Worcestershire County Council's values;

- **Customer Focus** – Ensure delivery of a high-quality service which meet the needs of customers.
- **Can Do Culture** – Be proactive to achieve excellence, finding solutions and creative ways of working.
- **Freedom within Boundaries** - Make constructive change through cohesive decision making, ensuring services are responsive.

Purpose of job:

- To plan the schedules of work for all Assistants, to ensure maximum use of resources and continuity of care.
- To be responsible for the effective communication within the team to ensure that individuals receive a well-co-ordinated service.

Main Activities & Responsibilities:

- To be responsible for all planning for service user visits, which change on a daily basis to reflect the individual's changing needs.
- To respond quickly and accurately to the information from professionals in and outside of the service to reflect change in the individual's planned service.
- To ensure referrals from all sources receive a rapid response.
- To record all new service requests and individual's information on the IT systems and maintain individual's files
- To ensure the Information Systems are accurately maintained and utilised, as per procedures and relevant IT programmes to ensure maximum productivity.
- To allocate new and existing work to Assistants, including cover for sickness, annual leave and training whilst maximising resources and ensuring continuity.
- Maximise the use of the relief bank working in collaboration with all of Provider Services
- To record dates of training, competencies, annual leave and other absences using IT systems
- To assist with relevant parts of the Recruitment process for staff including induction training,

- To extract data and management information from IT systems, Care Quality Commission compliance and productivity purposes on a weekly basis.
- To provide a rapid response to all enquiries and electronic alerts to the Home Care Service.
- To promote good customer relations with all contacts to the Home Care Service
- To ensure all individual's visits across all service areas are allocated to ensure the safety of vulnerable adults.
- To take part in an out of hours rota to ensure there is appropriate support available for staff working across the county during service operating hours
- To liaise effectively with staff, particularly Managers, Service Assessors, Supervisors, Therapists and Assistants

General Duties:

Generic Accountabilities:

- To maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and encourage and support staff in their development and training
- To undertake other such duties, training and/or hours of work as may be reasonably required, and which are consistent with the general level of responsibility of this job
- To undertake health and safety duties commensurate with the job and/or as detailed in the Directorate's Health and Safety Policy
- The duties described in this job description must be carried out in a manner which promotes equality of opportunity, dignity and due respect for all employees and service users and is consistent with the Council's Equality and Diversity Policy
- The nature of the work requires duties to be undertaken which will involve lifting carrying and moving for which appropriate training will be provided. The post holder must be able to physically deliver these
- Working with some vulnerable children, young people and adults can, at times, be emotionally challenging for which appropriate support will be provided through management supervision. The post holder must be able to deal with such mental demands.
- This post is exempt from the Rehabilitation of Offenders Act and / previously met the definition of Regulated Activity (as defined by the Safeguarding Vulnerable Groups Act 2006) and is therefore subject to an enhanced Criminal Records Check (Via the Disclosure Barring Service, DBS) (as defined by the Police Act).
- This post meets Regulated Activity (as defined by the Safeguarding Vulnerable Groups Act 2006 as amended by the Protection of Freedoms Act 2012) and is subject to an enhanced Criminal Records Check (Via the Disclosure Barring Service, DBS) and the relevant children and/ adults barred list(s) checks.
- The Code of Practice on the English Language Requirement for Public Sector Workers (the fluency duty) applies to this post. Therefore, an ability to fulfil all spoken aspects of the role with confidence through the medium of English is essential for the post.

Contacts:

In all contacts the post holder will be required to present a good image of the Directorate and the County Council as well as maintaining constructive relationships.

Internal: Senior Managers, Management Teams, Managers & Staff across all directorates,

External: NHS, Healthcare Professionals, Police, Fire, Probation Service,
Contractors, Service providers, Statutory and Voluntary Organisations, service users, clients,
customers, members of the public, volunteers

Additional Information:

- The Council reserves the right to alter the content of this job description, after consultation to reflect changes to the job or services provided, without altering the general character or level of responsibility
- Reasonable adjustments will be considered as required by the Equality Act

Prepared by M Price

Date: July 2020

Date of grading confirmation:24/07/2020

PERSON SPECIFICATION

Job Title: Co-ordinator

Directorate & Section/Unit: People Directorate

Salary Grade: Scale 4

WCC Management Level: N/A

EXPERIENCE:

It is **essential** that the post holder has:

- Considerable experience of using Microsoft office packages including Word, Excel and Outlook
- Significant experience of a customer facing environment and a commitment to delivering excellent customer service that puts customers first.
- Considerable experience of prioritising workload
- Considerable experience of recording and maintaining clear and accurate electronic and paper records

It is **desirable** that the post holder has:

- Experience of working within a multi-disciplinary environment.
- Experience of taking a creative approach to problem solving
- Understand and demonstrate commitment to maintain confidentiality and comply with data protection requirements

KNOWLEDGE, SKILLS AND ABILITIES:

It is **essential** that the post holder has:

- Excellent communication skills, oral and written and ability to communicate with people at all levels
- A working knowledge of relevant legislation including Data Protection Act 1998 and Freedom of Information Act 2000.
- Proven ability to work co-operatively with multi-agency and multi-disciplinary groups/teams.
- The ability to produce work within deadlines and manage conflicting priorities.
- Ability to co-ordinate local resources to meet local requirements to ensure delivery of safe service delivery across the county.
- An appreciation of the design and use of management information systems.
- A detailed geographical knowledge of Worcestershire.
- Proven knowledge to work as part of a team as well as on own initiative

It is **desirable** that the post holder has:

- Knowledge of Care Quality Commission requirements.
- Knowledge of Electronic Verification/Rostering systems
- Knowledge of the management structures and processes in Adult Services, Local Government and the Health Service.

QUALIFICATIONS/TRAINING & DEVELOPMENT:

It is **essential** that the post holder has:

- A recognised qualification in a relevant field to NVQ/Diploma level 3(E.g. Business Administration, Customer Service or Care) or equivalent, relevant experience
- Good general education in Maths & English to GCSE standard or equivalent

It is **desirable** that the post holder has:

- Information Technology qualification

ADDITIONAL INFORMATION:

It is **essential** that the post holder has:

- A commitment to equal opportunities principles and policies and to work positively to promote anti-oppressive practices.
- A commitment to ensure Dignity in Care is maintained at all times.
- A commitment to working in partnership with individuals and carers, ensuring their involvement in decision making wherever possible
- A commitment to quality and excellence.
- A commitment to his/her own professional development.