

JOB DESCRIPTION

Position Title: Assistant Care Coordinator

Location: Renfrew (CRC Care Ltd. Fleming Suite, The Gatehouse, Westway Park, 35 Porterfield Road, Renfrew, PA4 8DJ)

Contract: Permanent – **33 Hours per Week** (3 x 12-hour shifts, 9:00am – 9:00pm)

Salary: **£12.21 per hour** (equivalent to approximately **£20,952 per annum**, based on 33 hours per week)

Reports To: Registered Service Manager

About the Role: CRC Care Ltd is seeking a proactive and organised **Assistant Care Coordinator** to join our dedicated team. You will play a key role in supporting the Registered Service Manager and Care Coordinators with day-to-day coordination of care service delivery, staff scheduling, and administrative duties, ensuring our service users receive the highest standards of care and support.

MAIN DUTIES AND KEY RESPONSIBILITIES:

- Coordination of daily care operations to ensure smooth service delivery.
- Good Documentation Control, Issuing and Record keeping.
- Scheduling and coordination of meetings/appointments with required stakeholders and staff as requested.
- Meeting minutes taking and filing. Production and distribution of meeting minutes in a timely manner following meetings.
- Handling of incoming telephone and e-mail enquiries, directing queries to the appropriate team members.
- Monitoring of **CareLineLive** Home Care Management system to follow up on alerts and ensure all scheduled visits are attended as part of service delivery.
- Redirect/Reassign staff as and when required to manage resource requirements or emergencies as part of service delivery.
- Processing and handling of new referrals & service requests, suspensions following hospital admissions and service restarts following hospital discharge.
- Issuing of appropriate documentation to Frontline Care Staff e.g. medication forms, logs and daily records of care.
- Issuing of Personal Protective equipment (PPE) to Frontline Care Staff e.g. Gloves, Aprons etc.
- Management of office supplies and stock levels e.g. PPE, office paper, printing ink etc.
- Preparation and distribution of official correspondence, including emails, memos, and letters from office.
- Maintain stakeholder records in an organised and confidential manner.

Our Office: CRC Care Ltd. Fleming Suite, The Gatehouse, Westway Park, 35 Porterfield Road, Renfrew, PA4 8DJ | **Tel:** +44 (0)141 251 0138 | **E-mail:** admin@crccare.co.uk | **Web:** www.crccare.co.uk

- Collaborate with all staff and multidisciplinary teams to help ensure that service user needs and requests are met.
- Production of reports and Key Performance Indicators as requested.
- Ensure that all administrative tasks are completed in a timely and accurate manner.
- Collaborating with the senior management team to identify opportunities for continuous process improvements.
- Perform other duties as assigned.

This list is non-exhaustive and you may from time to time be asked to carry out additional tasks as required by the business

Essential Requirements:

1. Previous experience in care coordination, administration, or scheduling (preferably in health or social care).
2. Excellent organisational and communication skills.
3. Proficiency in Microsoft Office and/or care management systems (CareLineLive experience desirable).
4. Strong attention to detail and ability to manage competing priorities.
5. A caring, empathetic, and professional attitude when supporting both staff and service users.

Desirable

1. SVQ Level 2 or 3 in Health & Social Care (or working towards it).
2. Experience within a regulated care-at-home setting.

How to Apply

Please apply directly on our website (www.crccare.co.uk) or send your CV to hrrecruit@crccare.co.uk with the subject line “**Assistant Care Coordinator Application**”.

CRC Care Ltd is an equal opportunities employer. We welcome applications from all suitably qualified individuals regardless of age, disability, gender identity, race, religion or belief, or sexual orientation.