CRC Care Ltd

JOB DESCRIPTION

Position Title: Care Coordinator

Location: Renfrew (CRC Care Ltd. Fleming Suite, The Gatehouse, Westway Park, 35 Porterfield Road, Renfrew, PA4 8DJ). Please note that you may be required to work from other locations at the discretion of the company and with appropriate notice.

Contract: Permanent – 40 Hours per Week

Remuneration: £14.42 per hour (equivalent to approximately **£30,000.00 per annum**, based on 40 hours per week)

Reports To: Registered Service Manager

About the Role: As a Care Coordinator you will be responsible for ensuring safe, consistent, person-centred delivery of home care services to CRC Care Ltd service users in line with their assessed needs, outcomes, contractual requirements and CRC Care Ltd values.

The post holder will:

- Coordinate and oversee care delivery across an allocated service area
- Provide leadership, supervision and support to frontline staff
- Maintain high-quality care plans and records
- Act as a key link between service users, families, staff, commissioners and external partners e.g. district nurses/pharmacies/hospitals

MAIN DUTIES AND KEY RESPONSIBILITIES:

1) Ensure all service users receive high-quality, outcome-focused support in line with their agreed care plans and commissioned hours.

2) Carry out 6-monthly (or sooner if required) outcome-focused care package and care plan reviews as part of review process.

3) Ensure compliance with CRC Care Ltd - Medication policy and conduct 6-monthly medication audits for all service users supported with medication.

4) Provide oversight in monitoring alerts missed visits, concerns and late attendance flagged on digital homecare management system and take prompt action as required.

5) Record, investigate and resolve complaints in line with CRC Care Ltd - Complaints policy.

6) Report accidents, incidents, notifiable events and adult protection concerns in line with Legislation, Care Inspectorate and local authority requirements.

7) Meet or exceed individual annual KPIs agreed as part of goals & objectives.

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

8) Assist with recruitment, selection and onboarding of new staff.

9) Ensure induction, shadowing, mandatory training and competencies are completed.

10) Identify staff training and development needs and escalate to Registered Manager.

11) Carry out regular supervisions and annual appraisals for assigned staff within chain of command.

12) Promote CRC values of **Care, Respect and Compassion** in all interactions.

13) Maintain staff rota ensuring safe coverage, continuity of support and equality of workload as service needs change.

14) Maintain accurate and up-to-date electronic records and service user files.

15) Provide handover reports at end of every shift and as part of On-Call rota system.

16) Provide written weekly reports from allocated/designated service area to Registered Service Manager on:

- Care plan reviews
- Medication audits
- Concerns, Complaints and Incidents
- Staff competency progress

17) Liaise professionally with:

- Social Work teams
- District Nurses
- GPs, Occupational Therapy (OT), Community Mental Health teams
- Local Authority Commissioning teams and Care at Home monitoring officers

18) Support service user and family communication, including resolving concerns promptly.

19) Support the Registered Service Manager with quality inspection preparations and internal/external audits e.g. Local authority service monitoring and Care Inspectorate inspections.

20) Contribute to service improvement plans and suggest operational improvements.

21) Communicate significant changes in service user's needs, incidences, and accidents to the local authority and HSCP

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:

- **SVQ Social Services & Healthcare Level 3 (SCQF 7)** or working towards this.

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- **Registered or eligible to register with Scottish Social Services Council (SSSC) as a Supervisor**.
- **Experience supervising frontline care staff.**
- **Experience coordinating staff rotas and care delivery.**
- **Excellent organisational and communication skills.**
- **Strong IT skills and proficiency in Microsoft Office including experience with or knowledge of digital homecare management systems e.g. CareLineLive, LogMyCare, Birdie etc.**
- **Strong attention to detail and ability to manage competing priorities.**
- **Knowledge of Adult Support & Protection (ASP) and the associated legislation, the Adult Support and Protection (Scotland) Act 2007.**
- **Full UK driving licence & access to vehicle.**
- **Successful membership of Protecting Vulnerable Groups (PVG) Scheme**

DESIRABLE REQUIREMENTS:

- **SVQ Social Services and Healthcare Level 4 (SCQF 9) or suitable Leadership/Supervisory qualification**
- **Previous Experience** in local authority commissioned home care services.

KEY RESULT AREAS:

- **Care Delivery & Quality Assurance**
- **Staff Leadership, Development & Supervision**
- **Rota & Service Management**
- **Collaborative & Partnership Working**
- **Quality Governance, Compliance & Continuous Improvement**

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 **"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.

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