

Job Role Profile

Title of position/ work available:	Care Co-ordinator
Grade:	Scale 4
Standard hourly rate:	£11.92
Description of the work available:	Please see attached Job Description and Person Specification
To apply to join the Talent Bank for this role	Please complete your C.V detailing work experience and qualifications and email to talent@iwenfield.co.uk All areas will be explored further if your application proceeds to interview stage.
Candidate information:	Please note this work is being offered on an "as and when" basis and you will not be an employee of Independence & Well Being. We look forward to receiving your application

TALENT BANK JOB PROFILE AND PERSON SPECIFICATION

Post Title and Number: Care Co-ordinator

Present Grade: Scale 4

Reports to (title): Team Manager

Purpose of the Role:

Provide high quality and comprehensive administrative and/or finance support within fast-paced working environments to a team or service in relation to any of the functions undertaken, ensuring that an effective, efficient and customer focused service is delivered within required timescales and in line with Corporate Policies.

Contribute towards the monitoring of the logging in and out of calls made by Care Workers using electronic call monitoring systems.

Allocate new work and schedules to cover care call requirements to carers, using the service call monitoring system

To work on a rolling rota working alternative weekends and shift patterns to provide service cover seven days a week.

Deliver support to ensure the service audit systems are up to date, collating data to management on request.

This role contributes to the delivery of a service which provides care and support to adults living with dementia, learning disabilities, autistic spectrum disorder, older people and people with a sensory or physical impairment, either in the community or home based. We focus on supporting individuals to regain confidence, maximise independence to live at home and access to the community.

Key Accountabilities:

- Support the day-to-day financial, clerical and administration functions in order to facilitate the smooth running of the team and provide an efficient and effective service.
- Maintain effective and efficient administrative and information management systems, using the appropriate means, in order to support the work of the department.
- To attend and provide administrative support to team meetings, taking notes and producing draft written records within agreed timescales.
- Use relevant databases, in the course of normal duties, to include data input, data interrogation as directed.

- Deal with straightforward customer enquiries and follow through to resolution, ensuring all stakeholders are updated and the adequate audit trails are in place.
- Ensure data and records are maintained in accordance with agreed standards and in keeping with the Data Protection/Freedom of Information regulations including the regular housekeeping of computerised and paper information following document management processes.
- Assist with the provision of an accessible customer care focused reception service, and when necessary, request assistance to manage the distress or difficult and challenging behaviour of callers.
- Provide a front line face-to-face/telephone service to customers, making suitable referrals to other service areas where appropriate and resolving enquiries to a high standard, ensuring high levels of customer satisfaction.
- Identify any difficulties visitors/service users may have in making an enquiry or receiving information, in order that suitable and sufficient methods of communication can be provided.
- Attend regular service meetings and, with colleagues, contribute ideas and make recommendations for improvements/changes in existing procedures, policies and processes.
- To develop and maintain a working knowledge of relevant policies, procedures and legislation in order to identify when enquiries need to be referred to a specialist officer.
- To work as part of a project team and to assist in the delivery and completion of work projects, supporting different work streams, ensuring the successful completion of the project.
- Advise and train colleagues in any specialist activities undertaken / areas of expertise, as requested by the line manager, in order to help develop a multi skilled team.
- Provide support to colleagues and resolve queries relating to corporate and department specific systems.
- Responsible for the handling of service users' monies including banking and balancing of imprest accounts, where required.
- Use Enfield Council's electronic procurement system (Neptune) for the provision of goods and services, liaising with Corporate Procurement to set up vendors within the E-marketplace and for the resolution of associated queries, where required.
- Assist managers with day to day and year-end financial processes, where required.
- Attend service specific meetings, which are sometimes of a confidential and sensitive nature, taking minutes and producing accurate written records within agreed timescales
- Within the scope of general guidelines, resolve and choose courses of action for problems that are not straightforward and require discretion, referring to line manager when necessary.

- Assist less experienced colleagues to efficiently resolve more complex enquiries to successful completion.
- Organise and prioritise own workload as appropriate, renegotiating targets/deadlines as conflicting demands necessitate.
- Assist managers in carrying out Health and Safety checks/audits and be responsible for ensuring that public meeting areas are maintained as a comfortable and welcoming environment.
- Manage own performance effectively to meet goals and targets and work to required deadlines, adhering to policies, procedures and systems at all times.
- As discussed with the line manager, take responsibility for own learning and development and participate in performance management and development processes.
- To undertake any other reasonable duties commensurate with the grading of the post
- At all times to carry out responsibilities with due regard to the Company's Code of Conduct and related policies i.e. Equalities & Diversity, Data Protection, Confidentiality, Health & Safety.

Key Relationships (Internal and External):

The post holder will be required to work with:

- Service users
- Health colleagues
- Providers
- Carers
- Enfield Council departments
- Families of service users

Equality and Diversity:

Independence & Well Being has a strong commitment to achieving equality in its service to the community and the employment of people and expects all staff to understand, comply with and promote its policies in their own work.

Health and Safety:

The post holder shall ensure that the duties of the post are undertaken with due regard to Enfield Council's Health and Safety Policy and to their personal responsibilities

under the provisions of the Health and Safety at work Act 1974 and all other relevant subordinate legislation.

For a more detailed definition of these responsibilities, refer to the current versions of the Corporate Health & Safety Policy, Group Safety Policy and staff information leaflet entitled "Health & Safety Policy; Guidance on Staff Health & Safety Responsibilities".

Corporate Health and Safety Responsibilities

All staff have personal responsibilities to take reasonable care for the health and safety of themselves and others. This means:

1. Understanding the hazards in the work they undertake;
2. Following safety rules and procedures;
3. Using work equipment, personal protective equipment, substances, and safety devices correctly; and
4. Working in accordance with the training provided and only undertaking tasks where appropriate training has been received.

Staff shall co-operate with Independence & Well Being by allowing it to comply with its duties towards them. This requires staff to:

- take part in safety training and risk assessments and suggest ways of reducing risks; and
- take part in emergency evacuation exercises.

Staff shall report all accidents, 'near miss' incidents and work-related ill health conditions to their manager/supervisor/team leader.

Staff shall read the Corporate Health & Safety – Organisation Part B Policy to ascertain and understand their responsibilities as a staff member, line manager, Director or Managing Director.

Information Security:

In order to protect the confidentiality, integrity and availability of Council information, including information provided by customers, partner organisations, and other third parties, where applicable, staff will comply with Enfield Council's Information Security Policy.

Statement of Commitment to Safeguarding of Children and Vulnerable Adults through safer employment practice:

Independence & Well Being is committed to safeguarding and promoting the welfare of children and vulnerable adults. Safe recruitment of staff processes is central to this commitment, and Independence & Well Being will ensure that recruitment policies and practices are robust, and that selection procedures prevent unsuitable people from gaining access to children, young people and vulnerable adults. All staff employed to work with or on behalf of children and young people in Independence & Well Being must be competent.

All staff working with Children & Vulnerable Adults should be aware of and share the commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults when applying for the Independence & Well Being Talent Bank.

PERSON SPECIFICATION

KNOWLEDGE, SKILLS & ABILITIES	HOW TESTED Application – A Test – T Interview – I
<p>Job Specifics – Skills, Experience, Knowledge, Behaviours</p> <p>Essential:</p> <ol style="list-style-type: none"> 1. As a regular and intrinsic part of this role requires you to speak to members of the public in English, the ability to converse at ease with customers and provide advice in accurate spoken English is essential and consistent with A/I the requirements of this role. This role also requires you to be polite and courteous when conversing with the public. 2. Experience of working with an electronic rota system 3. Competent to use the IT systems and ability to maintain electronic records in accordance with statutory requirements and current records policy. 4. To be flexible and able to work to a rolling rota, to include alternate weekend and earlies and late. 5. Experience of working in a busy office environment <p>Desirable:</p> <ol style="list-style-type: none"> 1. NVQ level 2 or equivalent 2. 2yrs experience of working within an adult social care setting 	

<p>Behaviours</p> <p>Appropriate behaviours are key to the delivery of our vision.</p> <p>We want staff who will work collaboratively, flexibly and constructively, and exhibit this ethos in all their dealings with residents, colleagues and partners. Our leaders will be exemplars of the following behaviours and encourage them in staff at all levels;</p> <p>Takes Responsibility We want staff who are willing to make decisions and be accountable for them. Staff should have a positive can-do attitude where they see problems as challenges which can be overcome. They should accept responsibility for service delivery, be clear about their service offer and deliver what they promise.</p> <p>Is Open, Honest and Respectful We want staff who are comfortable and confident to acknowledge the difficulties and the barriers they face. They should also be able to constructively challenge the way things are done where there is evidence that it impedes service delivery. Challenge should be conducted in a professional, courteous manner with the aim of reaching a mutually agreeable resolution.</p> <p>Actively Listening and Learning We want staff who are prepared to actively listen and reflect on customer concerns with a view to understanding the customer's point of view. Staff should be able to receive constructive criticism and be prepared to adapt the way they operate and deliver services where appropriate.</p> <p>Working Together to find solutions We want staff who can work collaboratively with other departments and partners, freely sharing their knowledge and skills to identify solutions to address customer concerns.</p>	<p>A/I</p>
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Candidates: Please ensure you address these behaviours in your responses to the essential and desirable (if applicable) criteria above.

<p>Competencies:</p> <p>Candidates: Please ensure you address these competencies in your responses to the essential and desirable (if applicable criteria above.</p> <ol style="list-style-type: none"> 1. You interact well with people, showing commitment to working in partnership in your team and the wider Independence & Well Being teams and Enfield Council teams projecting enthusiasm 2. You show respect and fairness when communicating, taking in to account the feelings of others 3. You stay calm under pressure and are able to tolerate stress 4. You gather information to work together with your team to find a logical solution to a problem 5. Where you have a supervisory responsibility, you manage performance outcomes 6. Recognises priorities and necessary action and focusses on them 	
<p>Special requirements</p> <p>Candidates: Please note you will be expected to meet these requirements of the role and will be explored with you at interview.</p> <ul style="list-style-type: none"> • Ability to work using own initiative as part of a team while managing workload efficiently. • Experience of managing a rota system. • Ability to work within a multi-disciplinary environment 	<p>I</p>