**Individual Role – Unique Characteristics**

**This document is to be used in conjunction with the Job Family generic role profile**

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| **Directorate / School** | *Health and Care Services* |
| **Unit / Team** | *Cumbria Care* |
| **Job Title** | *Local District Coordinator* |
| **Job Family Role Profile Level**  | *BS4A* |
| **Date** | *May 2015* |
| **Post Group Number****(to be added by Pay and Reward team)** | *6367* |

**Purpose**

* Using agreed procedures, administer support systems which ensure the efficient and effective delivery of Domiciliary Care Services across Cumbria, this includes supporting the provision of co-ordinated and flexible care packages and the processing of HR and Payroll information.

**Key responsibilities**

* To programme the delivery of the Domiciliary Care throughout the week to ensure services are delivered during the day, evening and/or weekend based on the Care Managers care plan, making sure that the service is always covered and delivered cost efficiently by minimising staff costs so that the best use is made of the resources available.
* Under guidance from the Domiciliary Care Supervisor to support the work of Support Workers in order to provide co-ordinated and flexible packages of care to local users.
* To ensure staff payroll is collated and processed in a timely and appropriate manner.
* Within agreed guidelines, reallocate day to day workloads to meet identified short term needs and emergencies so as to ensure that priority needs are covered as quickly and efficiently as possible.
* To provide day to day advice and support to a designated group of Support Workers to enable them to carry out their duties to the highest standards of quality and efficiency so that the staff can deliver care consistent with the agreed care plan.
* Provide immediate assistance in cases of emergency and intervene in more complex cases to ensure that the obligations of the service to individuals are appropriately met.
* Provide for the individual personal needs of a group of Cumbria Care’s users including personal, domestic and social duties aimed at creating a supportive, homely atmosphere where users can achieve maximum independence.
* To ensure that Health and Safety concerns in a user’s home are reported to the Domiciliary Care Supervisor and appropriate Care Manager. Where appointed undertake the Moving & Handling key worker role.
* Maintain a close working partnership with the Domiciliary Care Supervisor in order to develop the provision of a flexible and high quality service and under his/her guidance participates in the recruitment and interview of candidates.
* Maintain effective communication with the Care Manager in the purchaser/provider relationship in order to programme services based on assessed need and to inform the Care Manager about any perceived changes in user need so that he/she receives appropriate care.
* Keep records as required and process paperwork associated with Domiciliary Care in order to ensure that the information is accurate, including programming workloads, receiving requests for Domiciliary Care and making sure this is logged and distributed to relevant colleagues.
* To extend both personal and professional skills by attending training as agreed by the Domiciliary Care Supervisor.

**Staff Management Responsibilities**

* Provide instruction, peer support and on the job training for colleagues to facilitate effective teamwork and colleague support.
* Assist in the allocation and checking of work of colleagues working in the same area

**Resources Responsible for**

* Information

**Job Working Circumstances**

1. Working Conditions
* Indoors
* Some contact with distressed relatives in order to provide information

**Person Specification**

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| **Directorate / School** | *Health and Care Services* |
| **Unit / Team** | *Cumbria Care* |
| **Job Title** | *Domiciliary Care Administrator*  |
| **Job Family Role Profile Level**  | *BS4A* |
| **Date** | *May 2015* |
| **Post Group Number****(to be added by Pay and Reward team)** | *6367* |

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|  | **Essential** | **Desirable** |
| **Qualifications** | **5 GCSE’s at C grade or above including English and Mathematics, or an equivalent level qualification ie NVQ Level 2** | **Recognised qualification in Customer Care/Administration** **ECDL** |
| **Knowledge** | **Use of IT applications including databases, word processing, spreadsheets and internet within an office environment.****Good working knowledge of administrative systems and ability to follow established procedures.****Understanding of the service user perspective.** | **Use of client database in a Social Care context.****Knowledge of the role of Adult and Local Services and Local Government****Overview of relevant legislation such as Data Protection, Health and Social Care** |
| **Relevant Experience** | **Relevant recent experience working in an administrative or financial office environment**  | **Experience of working within the public or voluntary sector** |
| **Skills** | **Fully developed Literacy and good level of general maths** **Ability to develop and maintain accurate systems****Ability to handle, analyse and interpret complex information accurately and with attention to detail****Ability to communicate effectively orally and in writing with all levels of the organisation, service users and external agencies****Ability to work independently and in partnership.****Ability to deal with conflicting priorities and demands and to prioritise workload within strict deadlines.****Organisational skills****Ability to work flexibly as part of a team****Able to maintain confidentiality at all times** |  |
| **Other** | **Commitment to concept of Customer Care.** |  |