West Dunbartonshire Council

NHS Greater Glasgow and Clyde

West Dunbartonshire
Health & Social Care Partnership

Care Co-ordinator

JOB PROFILE

Incorporates

Section 1 **Post Descriptor**

Section 2 **Person Specification**

SECTION 1: POST DESCRIPTOR

1. JOB DETAILS	
Job Title: Care Co-ordinator	
Department: HSCP	**Section:** Residential, Day Care and Respite
Reports to: Care Manager	**Grade:** 6
Position Number: SW2213	**Gauge Reference:** A7287

2. JOB PURPOSE

To lead and direct the care team deploying resources to ensure continuity of care for residents. To be a part of the management of the home and promote quality standards to comply with current legislation and council policy. To carry out the required administrative and financial procedures. To contribute to staff development reviews.

3. DIMENSIONS and SCOPE OF JOB
(including budgetary and staffing responsibilities)

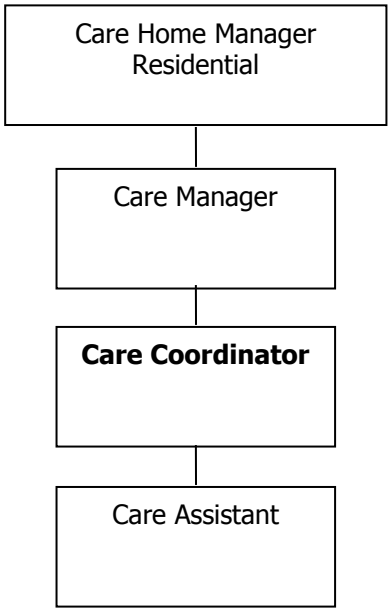
Budget:
The post holder will have no budgetary responsibility, but will authorise appropriate expenditure on duty to meet service objectives with delegated responsibility and within the councils financial procedures.

Staffing Direct:
The post holder will assist in the management of the establishment and staff with their responsibility for ensuring council policies and procedures are applied appropriately. For example, HR and financial procedures, and will be involved in the application of human resources policies including discipline, grievance, attendance management.

Contribute to PDP and training for staff, promote personal and professional development among staff by ensuring that training and development requirements are identified which will provide opportunities, enhance performance, motivation and facilitate skill utilisation and flexibility. Working collaboratively to develop highly skilled and competent workforce.

Staffing Indirect:
The post holder will contribute to the development of policies and procedures within the Care Home and providing guidance and support to facilities staff in relation to the care of residents.

4. ORGANISATIONAL CHART



5. ROLE OF DEPARTMENT/SECTION

The role of the Residential, Day Care and Respite Services is to support, care for and protect older people by providing services designed to promote the dignity, safety and independence of the older people who use our services.

6. KEY ACTIVITIES, RESPONSIBILITIES and OUTCOMES

- Lead and direct care activities on each shift, recording appropriately using the ICT systems in place, and reporting relevant information to the Care Manager
- Assist in ensuring staff work within the philosophy, policies and procedures of the organisation.
- Promote effective communication within the home and foster a team spirit within the staff group.
- Promote staff development and training as determined through PDPs and corporate training plans to meet departmental and national targets.
- Assess care needs and compile care plans.
- Monitor and review care provision.
- Plan, organise and lead resident's care plan reviews.

- Co-ordinate completion and reviews of residents care plans.
- Deploy staff appropriately to meet demands of service ensuring residents needs are prioritised.
- Undertake staff supervision regularly to ensure their continuous development within their care and support role.
- Complete staff Performance Development Plans in accordance with council policy, identifying training and development needs.
- Responsible for the ordering, storage and Administration of Medications in line with the medication policy.
- Contribute to the management of the care home, taking responsibility for specific areas as agreed with line manager.
- To support residents to live an individual lifestyle while promoting choice, dignity, privacy and independence in accordance with person centred care plans.
- To assist residents with personal hygiene and maintaining appearance, including dressing/undressing, bathing/showering, foot care/nail care, eating, drinking, oral care and continence.
- To assist residents with mobility as determined in their care plan.
- To assist residents to participate in meaningful activities.
- Assist/supervise residents with the safe use of equipment including hoists etc.
- To assist in the washing up of crockery and kitchen equipment.
- To undertake basic food preparation and assist with laying and clearing of tables and serving food.
- Carry out tasks on a daily basis consistent with National Care Standards for Residential Care (Older People), Codes of Conduct and Council Policies and Procedures.
- To undertake training and qualifications where a requirement has been identified and to meet legislative requirements.
- To authorise appropriate expenditure within delegated responsibilities and ensure good practice in handling of all monies and valuables.
- Responsible for maintaining professional registration as required by SSSC or relevant registered body.
- Deputise for the care manager when the care manager is not present.

7. PROBLEM SOLVING

The post holder will be expected to be able to identify and solve everyday job based problems in liaison with Care Manager.

8. PLANNING

The post holder will be required to be able to prioritise and organise duties using own initiative.
The post holder will contribute to the day to day running of the care home.

9. ASSIGNMENT AND REVIEW OF WORK

The post holder takes responsibility for assignment of the day to day work within the home and team to meet resident's needs and objectives of the service.

The post holder reports to the Care Manager.

Annual objectives will be agreed with the Care Manager as part of a personal development planning process.

10. COMMUNICATIONS AND WORKING RELATIONSHIPS

Both written and verbal communication are key skills required for the post. The post holder will be required to develop good internal and external relationships with a range of stakeholders.
The post holder will use the multi medium approach to communication to encourage resident to express themselves.

Internal communications and working relationships:

Residents, Relatives Colleagues and other WDC staff.

External communications and working relationships:

External agencies e.g. GP'S, District Nurses and other relevant groups.

11. DECISION MAKING
The post holder should be able to use their own initiative within the role but would be expected to be able to recognise when to seek advice and authority on key issues and decisions.

12. MOST CHALLENGING PART OF THE JOB

Multi tasking and staying organised under pressure ensuring all tasks are carried out in a timely manner.

The post holder will be required to deal with a range of issues, some which may be confidential, difficult or sensitive.

13. GENERAL

Disclosure/PVG membership:

In the line with the Rehabilitation of Offenders Act 1974 (Exclusions and Exceptions) (Scotland) Order 2003, the Authority requires you to declare all convictions defined as unspent in terms of the act as the post is classified as an 'excepted post'. Prior to any offer of appointment the council will undertake a PVG check.

Politically Restricted Post: Not applicable to this post.

The duties and responsibilities contained within this Post Descriptor are neither exclusive nor exhaustive as the postholder may be required to undertake other reasonably determined duties commensurate with the level and grade of the post without changing the general character and nature of the post.

The Post Descriptor may be subject to revision, depending on the future needs of the post and the organisation, following appropriate consultation.

14. WDC TRAINING

West Dunbartonshire Council – Operates Skills Passports for all employees, which details the training available and timescales for undertaking courses. Skills passports are available via the Council's Intranet Organisational Development & Change

- Skills Passport A – New Entrant Employee Passport

Includes WDC Induction; Equality & Diversity; Data Protection (GDPR) & Security Awareness and relevant i-learn modules;
Policy Reading: Code Of Conduct; ICT Information Security Policy and Acceptable Use Policy

- Skills Passport B – WDC Employee Passport

Includes relevant i-learn modules

15. ROLE SPECIFIC TRAINING

Listed below are the training requirements which must be completed in order to undertake this position, with timescales where appropriate. Noting this is in addition to generic WDC training listed above.

REQUIRES;- SVQ 3 plus PDA QUALIFICATION or SVQ4

Mandatory training required.

- Moving & Assisting
- Public Protection
- Fire Safety
- Dementia Excellence Informed Level
- Dementia Excellence Skilled Level
- Management of falls and fractures in care homes
- Infection Control
- Palliative Care
- MUST – Step 5
- I Care, (full training)
- E-mars
- Alcohol and Drugs in the Workplace
- Alcohol and Drugs in the Workplace – Knowledge Check
- Bullying and Harassment ACAS Guidance
- Conflict Resolution ACAS Guidance
- Discipline and Grievance ACAS Guidance
- Managing Absence ACAS Guidance
- On line Figtree Risk Assessment Form
- Protection Detailed Awareness

Additional Training

- New Manager Induction
- Dementia Excellence, Advanced level
- Catheter Care & UTI
- Bowel & Stoma Care
- Skin & Pressure Area Care
- Sepsis
- Footcare
- Caring for Smiles
- Food Hygiene

SECTION 2: PERSON SPECIFICATION

Essential	Desirable
Qualifications/Professional Membership	
Possesses or working towards SVQ 4 in care within a period as defined by management. Professional Development Award (PDA**)** or equivalent. Registered with relevant body e.g. SSSC/NMC	
Training	
Supervision and PDP (managing staff)	
Moving and Assistance	
Person Centred Care and Dementia	
Adult Support and Protection	
Experience	
Previous management experience within a residential, nursing home or hospital setting	
Working within National Care Standards Framework	
Experience of working with older people with a range social, emotional and health needs	
Knowledge and Skill	
Good leadership skills and the ability to lead; motivate and co-ordinate service delivery and best practice.	Knowledge of LA policy and Procedure.
Ability to provide effective and credible communication and to operate effectively under pressure. Excellent verbal and written communication skills, including numeracy.	
Demonstrate an up to date knowledge of residential and day care services	A working knowledge of the principles of My Home Life
The ability to develop and maintain effective positive relationships with service users, staff relatives, colleagues and other professionals.	
Good computer skills with a working knowledge of Microsoft packages.	Knowledge of Care First
Reliable, trustworthy and able to maintain confidentiality.	
Ability to work as part of a team.	
Disposition	
Enthusiastic/ insightful	
Well mannered, pleasant and well presented	
Flexible approach	
Solution focused/ problem solving skills	
Client centred focus	

Patient	
Must be able to attend and participate in staff meetings and training as required.	
Ability to work under pressure.	
Must adhere to Dress Code policy	
Must be able to work a shift pattern which includes weekends	