



JOB DESCRIPTION – SENIOR CARE COORDINATOR

SUMMARY

Position: Senior Care Coordinator

Responsible To: Group Manager - ACG

Location: Bermuda

PURPOSE OF THE POSITION

To work within the ACG team to promote best practice and support the successful management and development of a high quality, specialist in In-home & centers & multi-generational for elderly people including those who suffer from specialist conditions such as dementia & end of life.

To help ensure that the ACG provides a service of care that meets the needs of the client in a way that respects and promotes their privacy, dignity and independence at all times, enabling the client to live independently in their own home for as long as they wish. This will involve supporting the ACG Manager is successfully managing the delivery of client care; organizing and coordinating access and support for clients to the ACG's home care service based on the preferences and needs of each individual; contributing to the management of information regarding staff and clients in the ACG office; and communicating effectively with members of the home care team, clients, client representatives, families, careers and other health and social care professionals and stakeholders.

PRINCIPAL RESPONSIBILITIES

Service Delivery

1. To act as a point of contact for clients, client representatives, families, careers and other health and social care professionals and in doing so ensure that client information is managed and communicated effectively throughout the ACG team.
2. To support the ACG Manager in successfully managing delivery of client care in the context of ACG policies and procedures.
3. To visit and meet prospective clients and provide all relevant information with regards to services that can be provided, ensuring that all clients receive a written copy of the ACG Statement of Purpose and other client materials (including complaints procedures) and ensuring that these are clearly understood.
4. In conjunction with clients (and their relatives, client representatives, GPs and other professionals), to undertake the Assessment of Care Needs and Risk Assessment of clients and develop and maintain a detailed Care Plan which provides the highest possible quality of life for them.
5. To maintain all other care-related documentation, ensuring all required processes are completed on time and in-line with required systems.



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6. To regularly assess client care packages according to ACG policies and procedures.
7. To ensure that sufficient staffing resources are in place to deliver home care services and that staffing hours are arranged effectively in line with charged hours for services to clients and that these levels are maintained within budget and any variance reported to the ACG General Manager.
8. To effectively manage the workload of the ACG team ensuring effective rostering and the highest level of efficiency, consistency and flexibility of the service.
9. To ensure that staff rotas are covered throughout including where necessary designating and / or covering a duty, and remain flexible to support the ACG team (particularly in emergency situations).
10. To inform the ACG Manager of any out-of-hours emergencies or any specific client needs which cannot be met through the non-availability of services or resources.
11. To liaise with clients, their relatives, client representatives, GPs and other professionals as part of a multidisciplinary team, at all times promoting good communication and a high quality service.
12. To comply with all ACG policies, procedures and guidelines.
13. To comply with responsibilities under all relevant legislation including the Health and Safety at Work Act.

Quality Assurance

14. To ensure compliance of the ACG team with ACG policies, procedures and guidelines.
15. To report all incidents, accidents and complaints to the ACG General Manager and participate in investigation and appropriate resultant action(s).
16. To work closely with the ACG General Manager and other members of Management to plan, monitor and evaluate the service, preparing and presenting reports and proposals as required.
17. To participate in and contribute to the development and review of ACG services, policies and procedures through attending meetings and reviews.



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Staff Management

18. To ensure that all members of the ACG team are fully aware of their roles and responsibilities and that they are trained and supported in their practice.
19. To ensure that all members the ACG team (as appropriate) are fully aware of the changing needs and aspirations of clients.
20. To participate in the supervising and assessing of new members of staff during their initial induction and shadowing period.
21. To participate in, and generally support, the supervision and assessment of ACG rs as required.
22. To participate in the introduction of ACG's to clients upon the commencement of care.
23. To coordinate all aspects of the service delivered by the ACG team to ensure its successful delivery and development to meet the changing needs and aspirations of clients.
24. To ensure that there are sufficient team members with appropriate skills available to ensure that continuity of service provision to clients can at all times be maintained.
25. To work flexibly and creatively to meet the needs of clients and to ensure support for the ACG team over 7 days a week.
26. To operate effectively within agreed management systems and processes to ensure practices are in line with policies and procedures whilst taking an active role in developing and supporting new ways of working.
27. To promote the fair treatment and equality of opportunity for all members of the ACG team and participate in monitoring and managing attendance, performance and conduct in accordance with ACG policies and procedures.
28. To take responsibility for the ACG 24-hour on-call system.
29. To actively participate in Staff Meetings, Senior Care Meetings, Office Meetings and, where appropriate, Management Meetings, stakeholders & community events.



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Learning and Development

- 30. To participate in induction training and regular training programs in order to improve personal skills and knowledge.
- 31. To help ensure legislative and organizational training requirements are delivered and appropriate records maintained for all members of the ACG team in accordance with mandatory timescales and ACG policies and procedures

Other

- 32. To actively promote the business of the ACG in the local community.
- 33. To communicate to Management any information that may be of benefit and / or detrimental to the ACG.
- 34. To act in a manner that promotes and enhances the welfare of clients, colleagues and the ACG ensuring that no act or omission results in the ACG being brought into disrepute.
- 35. To maintain a professional relationship with all clients, their relatives or client representatives, and maintain this relationship within professional boundaries at all times.



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PERSON SPECIFICATION

	Essential	Desirable	Assessed By
Qualifications	<ul style="list-style-type: none">• Literate and numerate• Demonstrated ability to undertake organizational and office management tasks• R.N Qualified and registered with BOA• Minimum Level 2 Health and Social Care Diploma (or equivalent)• Up to date mandatory training (e.g. manual handling, first aid etc.)		<ul style="list-style-type: none">• Employment Application Form• Interview• Original Certificates

<p>Experience</p>	<ul style="list-style-type: none"> • Team management and / or organizational responsibility • Working under pressure to meet deadlines, use initiative and prioritise with a minimum of direct supervision • Clear desire for supporting a dependent person with activities of the Company 	<ul style="list-style-type: none"> • Working within a care setting, in home care / day care center and end of life. • Working with older adults • Caring for a person with dementia or a long-term illness • Experience in an equivalent role in a home care service • Experience of 24-hour on-call service responsibility • 'Lone working' in a care context and knowledge of how to minimise the risks associated with this for self and others • Monitoring and controlling staffing costs and other expenditure in line with budgetary constraints • Developing, operating and managing rotas in a care setting 	<ul style="list-style-type: none"> • Employment Application Form • Interview • Pre-employment Checks
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<p>Knowledge</p>	<ul style="list-style-type: none"> • Aware of how ageing and disability may impact upon individuals • Recognise the rights and choices of clients • Appreciate the importance of supporting a person to maintain communication when hearing, sight and / or mental faculties are impaired • Understand the importance of maintaining confidentiality 	<ul style="list-style-type: none"> • Understanding and knowledge of relevant legislation (e.g. National Minimum Standards for Domiciliary Care) 	<ul style="list-style-type: none"> • Interview
<p>Skills and Attributes</p>	<ul style="list-style-type: none"> • Ability to apply a range of software such as Microsoft Word, Outlook, Excel, and any business related databases at an operational level • Able to work on softwares like Humanity , Onshoft or any other tools for scheduling • Prioritise tasks on the basis of importance and / or risk to ensure that tasks are completed to the required standard • Accepts responsibility for own actions and behaviour and able to report actions or behaviour that contravenes Company policies and procedures • Obtain, receive, read and complete written records and forms • Develop positive relationships with clients, client representatives, families, carers and other health and social care professionals • Understand clients' needs and respond appropriately • Good verbal and written communication skills - with clients, colleagues and other professionals 	<ul style="list-style-type: none"> • Provide leadership support by providing support, direction and coaching to individual members of the team to enable them to meet clients' needs and aspirations • Ability to interpret budgets including analysing variances and develop solutions to ensure resources are effectively deployed within budget 	<ul style="list-style-type: none"> • Interview • Pre-employment Checks • Probationary Period

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	<ul style="list-style-type: none"> • Recognise the boundaries of one's own role, responsibilities and competence and seek appropriate help and advice to minimise risk to self and others • Identify and accesses appropriate advice and support to maintain and enhance clients' health and well-being • Awareness of the issues that may present a risk to 'lone workers' in a care context • Understanding of person centered care principles and their application in practice • Work unsupervised and support team members to ensure clients' needs are met 		
<p>Values and Attitudes</p>	<ul style="list-style-type: none"> • Warm, patient and compassionate but also emotionally resilient and calm under pressure • Reliable, trustworthy and committed to the Position • Tactful, diplomatic and accommodating • Open-minded and non-judgemental • Enthusiastic and positive 'can do' attitude • Respectful to others • Commitment to providing and maintaining high standards of care and support • Mature and professional • Willing to take a risk by trying new ideas or approaches to improve the service to clients • Willing and motivated to learn to develop self and others 		<ul style="list-style-type: none"> • Interview • Pre-employment Checks • Probationary Period



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Working Arrangements	<ul style="list-style-type: none">• Ability to work flexibly and contribute to the delivery of a 24-hour, 7 days per week service within the community• Ability to drive and have the use of your own vehicle		<ul style="list-style-type: none">• Interview• Pre-employment Checks• Probationary Period
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