

# Job Description and Person Specification

**Job Title:** Care Coordinator – Domiciliary Care Service

**Salary:** £16.67 per hour

**Employment Status:** 37 Hours Per Week. Registered Care Manager /

**Responsible To:** Deputy Care Manager Birmingham (Head Office:

**Location:** Woodgate Valley)

	CRITERIA	EVIDENCE
<b>Experience</b>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>A minimum of 2 years experience working with people with Learning Disabilities.</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>Experience working within a community care setting.</li> <li>Experience of mentoring, supporting and supervising staff.</li> <li>Knowledge of the social care sector, NHS services &amp; CQC.</li> </ul>	Application Form and Interview.
<b>Skills, Abilities &amp; Attributes</b>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>Ability to plan and allocate care staff and team rotas.</li> <li>Ability to support, motivate and lead a team towards set objectives.</li> <li>Ability to demonstrate initiative and decision-making calls.</li> <li>Ability to maintain and uphold all policies and procedures.</li> <li>Ability to interview and select potential frontline staff.</li> <li>Ability to oversee and/or carry out staff induction training.</li> <li>Ability to communicate effectively with colleagues, citizens, carers, professionals, and other agencies.</li> <li>Ability to establish and maintain effective working relationships.</li> <li>Well organised, with good literacy and numeracy skills.</li> <li>Willing to work flexibly for the benefit of citizens.</li> <li>Ability to support &amp; supervise staff individually and within teams.</li> <li>A keen eye for detail and a passion for high standards.</li> <li>Strong IT literacy, with the ability monitor and maintain staff &amp; citizen records via a digital case management system.</li> <li>Demonstrate an understanding of confidentiality &amp; GDPR.</li> <li>Willing to take part in an On-Call rota.</li> <li>Car driver with valid license (Note: Business Insurance Cover required).</li> </ul>	Application Form and Interview.
<b>Training &amp; Qualifications</b>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>Diploma/ NVQ Care Level 3+ or willing to undergo training to achieve this.</li> </ul>	Interview and Application Form

# Who We Look For



Are you a **warm, personable**, and **caring** individual who can empower and support people with a learning disability?



Do you have **passion** for what you do, a strong **communicator** and have excellent **problem-solving** skills?



Midland Mencap is looking to recruit a **Care Coordinator** to manage and mentor frontline colleagues who provide care & support to adults with learning disabilities in Birmingham.

We place a high value upon **integrity, ethical standards**, and a commitment to **excellence**.



Midland Mencap's **Domiciliary Care Service** is constantly innovating in our pursuit of delivering the **best** life outcomes for **everyone** we support. To achieve these goals, we need individuals who are prepared to **drive progress** and interact **confidently** with staff, citizens, families, and professionals.



We seek applications from candidates who thrive in a **fast-paced** environment and who can bring their **skills, creativity**, and **care experience** to a role where no two days are the same.

# What Does A Coordinator Do?

Care Coordinators are responsible for providing line management support to our dispersed care teams. You'll have oversight for the quality of service provided by staff, rota management, reviews, care plans, risk assessments and supervisions.

This post requires you to ensure that we provide outstanding care to adults with a learning disability within their home environment, and that they remain an active part of the local community.

You will monitor frontline staff performance, work closely with health/social care professionals, and ensure that care we deliver meets CQC standards and Midland Mencap's policies.

This role requires a high degree of organisation. You will be responsible for completing reviews, care planning, conducting risk assessments and carrying out regular visits to homes and projects. This will include attending multi-disciplinary meetings, liaising directly with families, and ensuring citizens are on the correct benefits.

The ideal candidate will work in a person-centred way and enable individuals to exercise choice and control over their own lives to maximise independence.

This role involves lots of problem solving in order that we make things possible for the citizens we support.

There's a need to be responsible, confident, and tactful in how you approach tasks and the variety of citizens, families, and professionals you will encounter in the course of your duties.

With the support of experienced Care Managers, you'll need to be able to work on your own initiative, be comfortable lone working and able to maintain comprehensive digital records.