

Job Description and Person Specification

Job Title: Care Coordinator – Domiciliary Care Service

Salary: £32,073 (£16.67 per hour)

Employment Status: 37 Hours Per Week.

Responsible To: Registered Care Manager / Deputy Care Manager

Location: Birmingham (Head Office: Woodgate Valley)

	CRITERIA	EVIDENCE
Experience	Essential - A minimum of 2 years experience working with people with Learning Disabilities. Desirable - Experience working within a community care setting. - Experience of mentoring, supporting and supervising staff. - Knowledge of the social care sector, NHS services & CQC.	Application Form and Interview.
Skills, Abilities & Attributes	Essential - Ability to plan and allocate care staff and team rotas. - Ability to support, motivate and lead a team towards set objectives. - Ability to demonstrate initiative and decision-making calls. - Ability to maintain and uphold all policies and procedures. - Ability to interview and select potential frontline staff. - Ability to oversee and/or carry out staff induction training. - Ability to communicate effectively with colleagues, citizens, carers, professionals, and other agencies. - Ability to establish and maintain effective working relationships. - Well organised, with good literacy and numeracy skills. - Willing to work flexibly for the benefit of citizens. - Ability to support & supervise staff individually and within teams. - A keen eye for detail and a passion for high standards. - Strong IT literacy, with the ability monitor and maintain staff & citizen records via a digital case management system. - Demonstrate an understanding of confidentiality & GDPR. - Willing to take part in an On-Call rota. - Car driver with valid license (Note: Business Insurance Cover required).	Application Form and Interview.
Training & Qualifications	Essential Diploma/ NVQ Care Level 3+ or willing to undergo training to achieve this.	Interview and Application Form

Special condition: This role is exempt from the Rehabilitation of Offenders Act 1974. The post holder will be subject to an Enhanced Disclosure with the Disclosure and Barring Service (DBS). The successful applicant will be responsible for the cost of the Enhanced Disclosure.

Who We Look For

Are you friendly, approachable and genuinely caring? Do you enjoy supporting people with a learning disability to live full and independent lives?

You will be confident in your communication and comfortable making decisions. You will care about doing a good job and finding solutions when challenges arise.

Midland Mencap is recruiting a Care Coordinator to lead and support frontline staff who provide care and support to adults with learning disabilities across Birmingham.

We are proud of our strong values. Integrity, high standards and doing the right thing matter to us.

Our Domiciliary Care Service continues to grow and develop. We are always looking for better ways to improve outcomes for the people we support. This role suits someone who is motivated, positive and confident working with colleagues, people we support, families and professionals.

If you enjoy a busy role where every day is different, and you want to use your experience to make a real difference, we would welcome your application.

What Does A Coordinator Do?

As a Care Coordinator, you will support and guide our care teams who work across the community. You will help them deliver safe, high quality care every day.

You will keep an overview of the service. This includes rotas, care plans, risk assessments, reviews and staff supervision. You will make sure people receive the right support at the right time.

A key part of the role is to ensure people are well supported in their own homes and remain part of their local community.

You will regularly check the quality of work carried out by frontline staff. You will work closely with health and social care professionals and make sure our services meet CQC standards and our own policies.

This is a busy role that needs good organisation. You will complete reviews, update care plans, carry out risk assessments and visit people in their homes and services. You will also attend meetings with other professionals, speak with families and help make sure people receive the right benefits.

We are looking for someone who puts people first. You will support individuals to make their own choices and live as independently as possible.

You will often need to think on your feet and find practical solutions to challenges. A calm and confident approach is important, along with the ability to work with a wide range of people.

With support from experienced Care Managers, you will manage your own workload, work independently when needed and keep clear and accurate digital records.

Send your CV to: hcs@midlandmencap.org.uk