



# Role Profile

## Home Care Co-ordinator

Reference No:	A4145		
Service:	Health & Social Care Partnership		
Job Family:	Social Services/Social Work/Social Care	Grade:	FC7

### Purpose

Management of personnel and administration of Home Care Services.

Co-ordinate the day-to-day delivery of a care at home service (Mainstream, Mobile Emergency Carer, Nightlink and START).

**Task or Responsibility** - For this role, there is an expectation that all, or a combination, of the following will be undertaken:

Ensuring that Service policies are adhered to in accordance with the Health and Social Care Standards and monitoring and reviewing service provision.

**Person Specification: Skills, Knowledge, Qualifications or Experience** - Criteria can apply to more than one task or responsibility

**E**      **D**

SVQ level 3 in care or equivalent and/or relevant recognised professional qualification or equivalent experience. Supervisory certificate 15 credits at level 7 or SVQ 2/HNC in care and must attain SVQ 3 in care within your first period of registration

✓

Ability to register with the Scottish Social Services Council as a Supervisor of a care at home service and remain on the register

✓

Significant experience in a relevant setting

✓

Management experience in care setting

✓

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Achieving objectives within the Service Improvement Plans and Care Commission Standards in terms of performance, people and partnerships, promotion of equal opportunities, rights, culture and diversity.	Leadership skills Ability to work independently Organisational skills	✓ ✓ ✓	
Managing team performance, organising supervision, 6 monthly direct observations and direct observation of the people in your team.  Ensuring staff have the appropriate training and skills to deliver quality and safe care, providing support on site with training, demonstration and advice.  Providing guidance and instruction to enable staff to practice safely and effectively.  Manage staff absence as per local procedures	Knowledge and understanding of the value of performance management/monitoring  Communication skills, both oral and written	✓ ✓	
Maintaining accurate employee records including absences, training, timesheets, mileage claims and additional hours worked.	IT skills	✓	
Maintaining accurate, up-to-date database of all relevant service user records and taking responsibility for the effective application of information management systems			
Awareness of budget control.	Ability to understand and to contribute to local budgets		✓
Operating within the framework of service policies and procedures e.g. Health and Safety Regulations, Data Protection Legislation and Confidentiality Policy.	Experience of identifying and adopting models of practice in order to achieve positive outcomes	✓	
Engaging and working in partnership with service users, family members, colleagues, statutory/voluntary agencies and others as appropriate.	Team working skills  Ability to engage with others and work in multidisciplinary setting to achieve common goals	✓ ✓	

E = Essential Criteria    D = Desirable Criteria

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Monitor quality of the service delivered and adherence of care at home workers to service policies / procedures by conducting quality reviews of the service. Carry out 6 monthly reviews / revisions on an ongoing basis of each Service User in your defined locality observing staff practice and correcting when unsafe. Ensure the safety of the staff member and the service user by making changes to the plan of care.	Ability to undertake designated training and put new skills into practice  Ability to travel throughout Fife within agreed times	✓  ✓	
Carry out formal M&H competency assessment of M&H practices for each staff member. Amend moving and handling plan as necessary Take required action following assessment and recording outcomes.	Knowledge of Fife Health and Social Care Partnership procedures/Guidance	✓	
Monitoring and reducing risk to service users and others.			
Assessing risk to service users and / or staff, post – accident / incident, and/or where any significant change is reported / noted e.g. during a quality check on site.	Experience of carrying out risk assessments	✓	
Implementing short term risk controls to minimise risk to staff / service user to an acceptable level until a formal service user review takes place.			
Updating documented care plan, including risk assessment / handling plan.			
Providing on-site and service user specific instruction on care practice including moving and handling methods and equipment where this is required. Ensuring staff are competent following the onsite instruction familiarisation.	Experience and Knowledge of a range of equipment e.g. sliding sheets, hoists etc	✓	
Recording, Investigating / interview incident / accident which may arise. Recording using appropriate IT systems and procedures. Following up where necessary on site to ensure staff / service user safety.	Report writing skills		✓
Identifying causes and implement measures to avoid or minimise recurrence by assessing the situation and making changes to the care plan including handling assessment and the plan to make the situation			

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safe for the service user and the staff.			
Operating within the framework of service policies and procedures e.g. Health and Safety Regulations, Data Protection Legislation and Confidentiality Policy.			
Ensuring individuals are treated in a respectful and dignified manner at all times.			
Attending, organising and chairing meetings within a locality, and undertaking development training as required.	Must be flexible and be able to work out with office hours on a rota basis	✓	
Responding to service changes i.e. new allocations, increases/ decreases in care, suspensions and service ends.			
Organising your team's absences ensuring rota coverage at all times.			
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

<b>Additional tasks or responsibilities</b> – this is a generic role, however this particular job may also require you to undertake the following:			
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<b>HCAS HOME CARE COORDINATOR (MECS/COMMUNITY ALARMS)</b>			
Responsibility for Mobile Emergency Care staff.			
Coordinate response/service to Community Alarm Activations. Out of Hours Social Work Team/Short Term Support team and Fife Falls.			
Responsibility for fleet vehicles.			
Responsibility for Fife Council Care at Home out with office hours – supporting staff, service users, external providers, health staff.			

<b>HCAS HOME CARE COORDINATOR (NIGHTLINK)</b>				
Responsibility for Nightlink Team Staff.				
Responsibility for fleet vehicles.				
Responsibility for Fife Council Care at Home out with office hours – supporting staff, service users, external providers, health staff.				

## Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required

**Before confirming appointment:** You may be required to obtain PVG scheme membership or a Disclosure check. Please refer to the job advert for clarification of the specific requirement.

### Additional Information – the following information is available:

- Skills Framework (if applicable)
- **How** we work matters

### Expected Behaviours

Every council employee is expected to lead the way by making decisions and behaving in ways that uphold our community commitments and values.

Please refer to How We Work Matters Guidance to learn more.

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