

Job title	Team Coordinator
Location	Dundee and surrounding areas
Responsible to	Team Leader (Supervisor)
Responsible for	Not applicable
Hours of work	As per individual agreement / contract
Holiday entitlement	5.6 weeks (pro rata), no fixed dates

JOB PURPOSE

TayCare aims to provide quality care and support services to older people in their own homes, in ways they prefer and are comfortable with.

The services you provide on behalf of TayCare will help older people stay independent as much and as long as possible, ensuring that they feel respected and cared for. Our services will also benefit any family or other carers working to help older people stay in their homes.

You will also help TayCare to encourage all clients and their families or other carers to become actively involved in helping to shape the current and future services provided to them and others.

KEY RESPONSIBILITIES

- Being an effective and positive member of the TayCare team, at all times
- Supporting the delivery of services to individuals in their own homes
- Working to the principles of the Health & Social Care Standards, the Scottish Social Services Council (SSSC) Codes of Practice and TayCare policies, procedures and ways of working
- Gaining and maintaining professional registration, within agreed timescales
- Reliably attend all office and care shifts allocated, including being on time for all appointments as scheduled and contributing to covering unplanned staff absences
- Completing and updating all necessary information, whether in documents or on systems, fully and accurately
- Maintaining confidentiality of clients, colleagues and TayCare
- Undertaking all training identified and agreed in your personal and development plan
- Performing Team Coordinator Responsibilities for the staff and clients in your Team
- Liaise regularly with clients & relatives, staff and health and social care colleagues
- Contributing to staff training and development
- Acting as Lead in a particular area/topic
- Assisting senior colleagues as requested
- Providing cover for duties of other staff, as agreed and where competent
- Undertaking the Duty Coordinator role, on a regular basis

MAIN DUTIES

You will help TayCare:

1. Provide high quality care and support that is individualised for each client, by;

- 1.1 Undertaking any care and support provision, including domestic duties, as detailed in each client's personal care plan and to the standards expected of all care staff, where required
- 1.2 Prompting, or assisting, or administering medication as specified in each client's care plan, following the appropriate policies and procedures at all times, and only where appropriately trained and authorised to do so
- 1.3 Acting in accordance with appropriate organisational policies at all times
- 1.4 Working to the national Health & Social Care Standards and any other Care Inspectorate requirement at all times
- 1.5 Working to the SSSC Codes of Practice at all times
- 1.6 Ensuring that at all times you maintain the confidentiality of clients, your colleagues and of TayCare (except where there is risk of harm to a vulnerable person or other lawful need for disclosure)
- 1.7 Identifying and alerting senior staff to any significant change in the health, welfare, capabilities or support system of the client
- 1.8 Escalating issues as appropriate, to senior staff within TayCare
- 1.9 Liaising positively with other health and social care personnel regarding the daily needs of clients, as appropriate, requesting authorisation from senior staff before any changes are agreed to or actions taken
- 1.10 Ensuring detailed and accurate recording of all care and support, Coordinator duties and related contacts and activities
- 1.11 Performing Team Coordinator Responsibilities for designated clients, as agreed with senior staff
- 1.12 Ensuring accurate and complete client records for those designated, taking immediate corrective action or escalating to senior staff if any errors/omissions are identified
- 1.13 Providing direct care and support provision, where planned or as cover where necessary
- 1.14 Liaising with service partners regarding the daily needs of clients, as appropriate, and ensuring that the client's care plan is updated accordingly
- 1.15 Ensuring the maintenance of accurate and complete records as required, addressing any identified errors/omissions appropriately

2. Make appropriate decisions about the care and support of each client, with input from all involved, by;

- 2.1 Following instructions and guidance contained in the client's care plan
- 2.2 Discuss with senior staff any changes, trends or issues you may notice regarding each client's health, welfare, capabilities and understanding
- 2.3 Having knowledge of, and understanding your role in, support and protection of vulnerable adults and safeguarding of children, ensuring you identify, report and address any relevant issues appropriately
- 2.4 Reporting and recording any feedback received, addressing any minor complaints immediately
- 2.5 Scheduling and ensuring quality assurance activities on client and staff information held in each client's file within your Team, alerting senior staff if any follow-up actions required
- 2.6 Scheduling risk assessments for clients and staff within your Team, ensuring all risk assessments are complete, accurate and current, escalating to senior staff where action required

- 2.7 Scheduling and ensuring comprehensive care reviews for clients within your Team, alerting senior staff if any follow-up actions required
- 2.8 Addressing and coordinating any significant change in the health, welfare, capabilities or support system of the client
- 2.9 Ensure that any emergency/additional care requirements are assigned appropriately, with due regard to circumstances and identified needs/skills
- 2.10 Contributing to all care and support services and planning being personalised to each client

3. Inspire confidence in yourself and your colleagues within TayCare and in the wider health and social care team surrounding each client, by;

- 3.1 Being an effective and positive member of the TayCare team at all times, respecting the role, skills, experience and authority of your colleagues
- 3.2 Gaining and maintaining professional registration, within agreed timescales
- 3.3 When on care duties, ensuring that during all visits you discuss immediate needs and services to be undertaken with the client, appropriate to their level of health, welfare, capabilities and understanding, as outlined in the client's care plan
- 3.4 Informing TayCare immediately of any change in your contact, qualifications, ability to legally drive your car, your right to work in the UK or any other details relevant to your employment
- 3.5 Acting in accordance with the ethos and values of TayCare at all times
- 3.6 Effectively communicating with clients, their families and with care partners
- 3.7 Having knowledge of and understanding your role in health and safety matters, relating to yourself, your colleagues and others, ensuring you identify, report and address any health and safety issues appropriately
- 3.8 Adhering to all relevant Infection Prevention & Control procedures and guidelines, at all times
- 3.9 Undertaking all training identified and agreed in your personal and development plan
- 3.10 Buddying/mentoring other staff, as agreed
- 3.11 Scheduling and contributing to the delivery of induction programmes for new staff within your Team
- 3.12 Scheduling and contributing to on-the-job training to junior staff, both as part of planned development programmes and in general as appropriate opportunities arise
- 3.13 Inputting to the practice development of junior staff, as required by senior staff
- 3.14 Supporting staff to perform their roles to the best of their ability
- 3.15 Assisting senior colleagues as requested
- 3.16 Manage and generate weekly staff rotas and client schedules
- 3.17 Ensure that un/planned absences of staff due to holidays, sickness etc are re-assigned appropriately to protect client service delivery and quality of care
- 3.18 Promoting and supporting relationships of trust and respect between clients and all staff

4. Inspire confidence in TayCare as a high quality provider and service of choice for clients, by;

- 4.1 Perform all necessary duties as first point of contact for TayCare
- 4.2 Observing the principles of dignity, privacy, autonomy and choice, security and safety, realising potential, equality and diversity and social and civic participation, as expressed in the National Care Standards and by the Equality and Human Rights Commission.
- 4.3 Making yourself available for work within the range and general timings agreed and reviewed with the Service Manager on a regular basis
- 4.4 Making yourself available for work to assist in covering unplanned staff absences

- 4.5 Reporting any potential risks or hazards, accidents, incidents or near-misses, applying corrective measures immediately where appropriate
- 4.6 Escalating immediately if you have concerns regarding the conduct or capability of a colleague or service partner
- 4.7 Contributing to the positive sector relations of TayCare
- 4.8 Presenting a positive image of TayCare at all times
- 4.9 Promoting the services offered by TayCare whenever possible
- 4.10 Assisting in the investigation of complaints, where required by senior staff
- 4.11 Ensuring accurate recording and follow-up actions of any incidents, accidents, near-misses or complaints within your Team, or as required by senior staff
- 4.12 Ensuring appropriate records kept throughout all Team and office processes, right through to completion
- 4.13 Providing cover for duties of other staff, as agreed and where competent
- 4.14 Undertaking the Duty Coordinator role, on a regular basis
- 4.15 Perform all necessary duties as first point of contact for your TayCare team, responding to, investigating and following up or redirecting daily communications
- 4.16 As directed, book all sessions required for care management, service delivery, quality assurance and staff training & development
- 4.17 Schedule and arrange all tasks and activities required for care management, service delivery, quality assurance, staff training & development, planned and unplanned absences, organisational communication and HR for your Team, and for TayCare as a whole as required by senior staff
- 4.18 General office admin duties incidental to your role, and as required by senior staff

5. Manage and develop TayCare to maintain high quality services, by;

- 5.1 Using the resources of TayCare and clients efficiently at all times
- 5.2 Confirming appointments, accurately and completely, immediately following each service day
- 5.3 Monitor systems in real time or at agreed points, to ensure high quality care delivery, alerting senior staff to any actions required
- 5.4 Contributing to regular staff surveys, giving honest input and offering suggestions and insights as appropriate
- 5.5 Assisting with the quality assurance activities of TayCare, as required by the Service Manager
- 5.6 Contributing to any service development and continuous improvement activities, as requested
- 5.7 Contributing to any regulatory activities, as required
- 5.8 Acting as Lead in a particular area/topic, as agreed with senior staff, including researching and undertaking further training and sharing knowledge and good practice with the Team

This statement of duties is indicative of the nature and level of responsibility of the post, but is not exhaustive. To enable TayCare to fulfil its duties and functions in relation to both clients and staff the job holder will be expected to undertake any other duty that they are reasonably requested to, providing that they are competent to do so.

This job description will be reviewed regularly as part of individual and organisational development and performance review, and may be subject to variation.

The above Job Description is accepted as a framework of the job holder's duties with TayCare at Home Limited:

JOB HOLDER

PRINT NAME

SIGN

DATE

MANAGER

PRINT NAME

SIGN

DATE