

Care Co-ordinator

Our vision is to create communities where everyone has a safe home in a place where they're proud to live. We're big and we're local. Residents are at the heart of all we do and we use our size to influence positive change in the areas where we operate.

It's also about living our values which are at the **HEART** of what we do. All colleagues are expected to demonstrate a commitment to our values through their behaviours, actions and words on a daily basis. As a valued member of the Southern Housing Team, you'll embrace our Values to inspire others as well as yourself to be

- **H**onest
- **E**fficient
- **A**ccountable
- **R**espectful
- **T**rusted

You'll demonstrate our HEART values in your behaviours. You'll:

- Be authentic, open and transparent in your actions and words
- Believe that by working together we accomplish more, and work hard every day to improve services, efficiency and value for money.
- Take responsibility for delivering excellence and own your own actions.
- Embrace difference, and put our residents, colleagues and our partners at the heart of all you do.
- Do what you say you will and be relied upon to keep your promises.

And, of course, show commitment to our approach to Equality Diversity & Inclusion, Health & Safety, Compliance and Code of Conduct policies and practices within Southern Housing.

The role

To provide a high-quality administrative support service to colleagues within the Extra Care and Homecare Service.

You will be required to work with Registered Managers and teams across Extra Care and Home Care services, coordinating rotas for staff to deliver regulated care services to residents in our homes and schemes and people who live in the wider community. You will also be responsible for coordinating individual and team training records, collate key performance data, update service plans, take minutes of meetings, and provide general admin support and regularly communicate with residents and people who use our services.

The location

Your main place of work will be Newport; however you will also be required to work from different locations at various times during the week therefore you will need to be a driver with access to a vehicle with business use insurance. You may be required to attend occasional training courses on the mainland, but you need to have a requirement to work outside of regular office hours on occasions. You will be subject to an enhanced Disclosure & Barring Service check.

What you'll be doing:

General Administrative Duties

- Creation, co-ordination and distribution of staff using the rota planning system.
- To use People Planner or similar system to ensure residents and customers receive their care and support at agreed times.
- Support Registered Managers to manage staff rotas to reflect the required service delivery and maintain compliance.
- Contribute towards effective service delivery to our residents.
- Arrange distribution of communications to colleagues as required.
- Ensure customer phone calls or office enquiries are dealt with in a courteous, efficient and effective manner.
- Provide administrative support relating to the Care Quality Commission and service compliance, including support with collating key performance data
- Provide administrative support to maintain service team plans and contribute to continuous service improvement.
- Collate individual and team training records for the service. Liaise with the Registered Manager and team to ensure training is up to date and compliant with regulatory and contractual requirements.
- Ensure correspondence received is appropriately distributed and answered within prescribed timescales.
- Arrange staff and resident meetings, take notes and minutes as required.
- Manage the incoming and outgoing post as necessary.
- Responsible for scanning documents using the document imaging service.
- Provide admin support with other projects as required.

Complaints/Compensation/Compliments

- Provide support with processing service feedback, complaints and compliments.
- Ensure information and data is accurately and effectively recorded.

Safeguarding

- Follow all steps outlined in individual and environmental risk assessments, as appropriate
- Follow the Local Authority Adult and children Safeguarding Procedure in conjunction with SHG policies and procedures.

What you'll need:

Skills, knowledge, experience and abilities

Essential

- Proven extensive experience of providing effective administrative support within an office environment.
- Proven experience of effectively coordinating workloads and services.
- Experience of dealing with enquiries from customers.
- Excellent administration and IT skills including ability to schedule diaries, meetings and take minutes, scheduling rotas and manage manual and computerised filing systems.
- Good verbal and written communication skills.
- Able to organise and prioritise workload.
- Able to work as part of team.

Desirable

- Understanding of relevant legislation in respect of Health and Social Care.

Qualifications/professional development

Essential:

- 4 GCSE passes at grade C or above (or equivalent) including Maths and English.

Desirable

- NVQ Level 2/3 (or equivalent) in Administration or higher education qualification in a relevant business related subject.