

JOB DESCRIPTION

JOB TITLE: Weekend Home Care Case Manager

LOCATION: Age UK Northumberland – Community and Office based

RESPONSIBLE FOR: Support Workers

RESPONSIBLE TO: Senior Case Manager, Service Improvement Manager, Deputy Manager, Registered Manager

SALARY: £17,374.20 per annum

HOURS: 22.5 hours per week

WORKING PATTERN: Position 1: Friday, Saturday & Sunday

Position 2: Saturday, Sunday & Monday

Shifts: 6:00am–2:00pm and 2:00pm–10:00pm

PURPOSE OF THE ROLE

Do you have a passion for providing high-quality, person-centred care? Can you commit to 22.5 hours per week working weekends whilst leading and supporting a dedicated team of Care staff? If so, we'd love to hear from you.

As a Weekend Home Care Case Manager, you will play a vital role in ensuring our Home Care service continues to deliver safe, responsive and compassionate care throughout the weekend. You will provide leadership and support to Care Workers, coordinate care delivery, respond to operational issues and ensure customers receive the right care, at the right time, every time.

KEY RESPONSIBILITIES

- Lead, support and supervise a team of Care Workers during weekend shifts.
- Ensure customers receive safe, high-quality, person-centred care in line with AUKN policies, CQC regulations and contractual requirements.
- Coordinate care packages and allocate workloads to ensure continuity of care and minimise missed calls.
- Provide advice and practical support to Care Workers throughout your shift, responding to operational issues as they arise.
- Complete customer reviews, support plan updates, risk assessments and medication profile updates where required.
- Carry out spot checks, supervisions and quality visits to monitor standards of care.

- Monitor and maintain accurate records using the Carefree system.
- Work closely with customers, families and health professionals to ensure positive outcomes.
- Support the investigation and resolution of complaints, concerns and safeguarding issues where appropriate.
- Work alongside the wider Home Care Management Team to promote quality, affordability, stability and flexibility across the service.
- Promote Age UK Northumberland's values of Respect, Empowerment, Equality, Integrity and Empathy in everything you do.

PERSON SPECIFICATION

- Experience within domiciliary/home care.
- Excellent communication and leadership skills.
- Ability to make sound decisions under pressure.
- Strong organisational and problem-solving skills.
- A commitment to delivering exceptional customer care.
- Full UK driving licence and access to a vehicle.
- Willingness to work the agreed weekend shift pattern.

Please note: This job description is subject to regular review and is not a contractual document.