

Job Description

Crisis Care Coordinator & carer

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| Responsible to | Crisis Team Manager |
| Hours | Variable hours worked flexibly on a rota to cover a 7 day a week service |
| Location | Brighton & Hove |

Main purpose of job:

Work as part of the Crisis team to ensure the delivery of care within client's home. The crisis Service Provides Short term personalised care to people in later life who Are returning home from hospital or are in a Crisis.

As care coordinator you will work closely with the manager of the service to ensure referrals are processed in a timely way, the rota is covered and carers are well supported.

Main duties:

Staff and/or Volunteer Management:

1. With the manager and other Care coordinators Support and line manage a team of carers against organisational values and goals. This will include authorising annual leave, updating absences such as sickness on HRescape and carrying out 1:1 supervisions and carer observations
2. Embedding a culture of coaching and collaboration across the organisation.
3. Support the manager to plan and hold regular Team meetings
4. With the manager and other Care coordinators ensure all staff in the Crisis Team receives regular training. This will include booking training and updating internal training record

Service Delivery

1. To work with the office team providing all administration and support required to ensure service delivered efficiently, safely and meeting required quality and CQC standards
2. To input client information on to data base (Charity Log)

3. To receive direct referrals between 8.00am and 8.00pm including weekends and public holidays as required and agreed within the rota.
4. Communicate with Responsive services to ensure they are updated on service capacity
5. Maintain regular communication with Crisis carers through out their shift as part of the lone working policy and for client updates.
6. Process referrals in a timely way
7. Sign post/refer clients to other services as required
8. Support manager to keep rota up to date
9. Support manager with monitoring and evaluation of the service
10. Provide emergency care cover when required

Key contacts and relationships

Work closely with the CQC registered manager, service manager and care coordinators to ensure the services maintains all CQC regulated standards

Provide feed back to Responsive Services and other refers with client up dates including taking part in conference calls

Develop and maintain internal and external relationships to enable service promotion and links for ongoing support for clients.

Equal opportunities

Age UK West Sussex, Brighton and Hove is committed to anti-discriminatory policies and practices and it is essential that the post holder is willing to make a positive contribution to their promotion and implementation.

Scope of job description

This job description reflects the immediate requirements and responsibilities of the post. It is not an exhaustive list of the duties but gives a general indication of work undertaken which may vary in detail in the light of changing demands and priorities. Substantial changes will be carried out in consultation with the post holder.

Person Specification – Add Crisis Care coordinator:

| Essential | Desirable |
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| Effective organizational skills including information, resources and time management. | Experience of rota planning |
| Ability to work alone on own initiative in a domiciliary situation | Experience as a care coordinator |
| Excellent communication skills with ability to manage and motivate people towards achieving defined outcomes | NVQ level 3 or equivalent in Health & social Care |

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| Experience of care work | Good Geographical knowledge of Brighton & Hove |
| Have experience of working in the community | |
| Understands the adult social care environment and how we can best add value | |
| Be able to maintain accurate records | |
| An understanding of, and interest in older people, their situations and the opportunities they may want and/or need | |
| Ability to carry out basic Risk Assessments | |
| Good computer skills including using main Microsoft packages as well as experience with project frameworks and systems | |
| Has NVQ 2 or equivalent in Health & Social Care | |
| Ability to work as a team and alone when necessary using own initiative. | |
| Have a flexible approach to work to include working weekends and Public holidays as agreed on a rota | |
| Full driving license and use of car for work. Ability to travel on occasion to different locations including other AUKWSBH sites | |
| Understanding of and adherence to organisational Code of Conduct, supporting positive change across the charity | |