



Job Description

Locality Co-Ordinator

**LOCATION:** Coleraine - May be deployed throughout the business/to other site offices as required.

**REPORTING TO:** Domiciliary Services Manager

**JOB PURPOSE:** To manage the staff rota and co-ordinate all relevant duties to ensure the delivery of a safe and effective domiciliary service

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## MAIN DUTIES AND TASKS

### Care Provision

- Ensure that safe and acceptable standards of care are maintained within a safe environment and ensure care provision meets all statutory requirements
- Liaise with client, families, care management and other Trust representatives to formulate care provision as required
- Ensure minimal incidents and complaints and achieve effective resolution of same
- Attend client reviews and meetings as required by the Manager
- Identify opportunities for business development and continually seek growth of business

### Staff Co-Ordination

- Effectively co-ordinate and support a team of care staff
- Co-ordinate all areas of administration
- Co-ordinate the monitoring of care worker standards
- Assist Manager with the following as required and liaise with HR as appropriate:
  - Probationary and annual review of staff
  - Disciplinary and grievance matters in accordance with company standards and employment legislation
  - Attendance management
- Inform Manager of any concerns relating to staff, clients or any other aspect of the service
- Assist with checking relevant staff maintain up to date NISCC registration

### Training & Development

- Identify training needs/issues to Manager
- Continually enhance and expand knowledge and skills through continuous professional development

### Resourcing

- Manage staffing resources and identify relevant vacancies to the Manager in a timely manner
- Assist in ensuring all other resources are effectively managed to ensure maximum efficiency for example staff mileage costs
- Assist in management of retention levels
- Participate in recruitment and selection of staff

### Administration

- Ensure all aspects of administration are carried out according to company specification and statutory regulation such as Domiciliary Care Standards/Regulations, RQIA regulations
- Comply and ensure compliance with company policies and procedures and legislative guidelines
- Preparation of Care Worker rotas – rota planning and coverage is a large part of the role

- Manage client changes such as cancellations, hospital admissions and restarts and managing staffing changes
- Assist in preparing hours for wages to include holiday, statutory maternity, statutory sick pay and mileage
- Maintain accurate databases, update computer records in a timely manner and prepare necessary reports
- Prepare client and Trust invoices
- Participate in on call
- Undertake general office duties including typing, word processing, faxing, filing, photocopying and uniform/stationery ordering.

### **Communication**

- Participate in maintaining a team working culture and ensure all work is undertaken with the highest degree of professionalism
- Project professional image both within the immediate working environment and whilst representing the company in any external forum
- Embrace company ethos of confidentiality within all aspects of work
- Undertake telephone duties to effectively manage service provision
- Communicate client and staff changes to relevant co-workers and report any care related or employee matter to Manager
- Liaise closely with the Manager regarding all operational matters.

### **Flexibility & Mobility**

- Flexible approach to working hours to ensure smooth running of care service
- Rotational on call for out of hours enquiries and service breakdown
- Back up support for person On Call as required
- Travel to any location as required by the employer using own transport

This post requires a self-driven individual who can effectively communicate with various levels of staff and external bodies and deliver within a demanding environment.

This Job Description is not meant to be definitive but is an outline of the post as it is currently perceived. We reserve the right to amend this document at any time according to business need.

The Company is committed to providing the highest possible quality of service and employees are expected to treat those with whom they come into contact in a caring, courteous and respectful manner at all times

### **The Company operates a No Smoking Policy**

We are an Equal Opportunities Employer